

601 Senior Drive, New Lexington, Ohio 43764  
**Phone:** 740-342-3542  
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## **TITLE: SERVICE AND SUPPORT ADMINISTRATOR**

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| <b>DEPARTMENT:</b> Service and Support Administration   | <b>POSITIONS SUPERVISED:</b> None                  |
| <b>LOCATION:</b> 601 Senior Drive, New Lexington, OH 43764  | <b>SALARY RANGE:</b> \$ 17.24 – \$ 32.46           |
| <b>SUPERVISOR:</b> SSA Director   | <b>FLSA STATUS:</b> Non-exempt, OT eligible        |
| <b>NORMAL WORKING HOURS:</b> 8:00am – 4:00pm,<br>Monday through Friday. May be required to flex schedule. | <b>CLASSIFICATION:</b> Classified Civil<br>Service |
| <b>PROBATIONARY PERIOD:</b> 300 Days  | <b>SAFETY SENSITIVE:</b> No                        |

### **SUMMARY OF POSITION:**

The Service and Support Administration (SSA) Specialist is an operational position within the Perry County Board of Developmental Disabilities (PCBDD), meaning its primary role is to carry out daily responsibilities to create the highest level of efficiency possible to meet the expectations and needs of customers.

Under the general guidance of the SSA Director, the SSA Specialist is responsible for the oversight of the programmatic areas of the Individual Service Plan (ISP) SSAs to ensure people with disabilities are receiving the desired person-centered services and supports in accordance with applicable rules and policies. The SSA Specialist works collaboratively with other PCBDD staff, community agencies and organizations, including local, state, and federal officials.

### **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required. Successful candidates must meet these requirements; reasonable accommodations may be made to enable people with disabilities to perform the essential functions.

- Bachelor's Degree in Education, Psychology, Social Work, or related field and/or Eligible for Service and Support Administration Supervisor certification (or grand-fathered) per Ohio Administrative Code (OAC) rule
- Minimum three-years' experience coordinating, evaluating, developing, and implementing community services, habilitation programs, and/or activities for people with disabilities
- Minimum one-year experience working in a remote environment
- Strong computer and technology experience including the use of Microsoft Office 365, web-based applications, and various technology systems; experience troubleshooting basic technology-related issues
- Valid driver's license with acceptable driving abstract to meet criteria for insurability, driving in an essential function of the position
- Maintain confidentiality, handle sensitive data, and comply with all applicable laws and Board policy regarding confidential information

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## KNOWLEDGE, SKILLS, ABILITIES:

### Knowledge of:

- Applicable local, state, and federal laws, rules, policies, and guidelines pertaining to people with disabilities, specifically related to service and support administration
- Person-centered philosophy and principles
- Social work or related principles, practices, and techniques, including developmental disabilities technology and rehabilitation
- Local systems and resources involved with supporting people to be safe at home, at work and in their community. This includes working relationships with providers, parents/guardians, people receiving PCBDD services, Ohio Department of Developmental Disabilities (DODD), Mid-East Ohio Regional Council, Perry County Courts (and other county courts as deemed appropriate), Perry County School Districts, mental health agencies, and other local agencies.

### Skills in:

- Excellent verbal and written communication for effective interpersonal relations and interaction with SSAs, other staff, providers, stakeholders, and customers
- Human relations, establishing positive rapport and maintaining harmonious relationships
- Public speaking and presenting in front of large groups
- Active listening and problem solving
- Interview and documentation techniques

### Abilities to:

- Maintain accurate and current records and documentation
- Negotiate and manage conflict, solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Organize, prioritize, and meet deadlines as established by policy and procedures
- Develop and maintain positive and professional effective working relationships with people served by PCBDD, employers, supervisors and managers, providers, and the general public
- Effectively facilitate team meetings, which may include conflict resolution
- Exercise self-motivation and self-direction to work independently
- Effectively and efficiently define problems and facilitate resolutions by natural supports community supports, and other available resources
- Facilitate exploration of a person's choices, preferences, visions, aspirations, and needs
- Assist PCBDD in public awareness activities to engage and educate the community
- Act in a professional manner in family homes, in work-related meetings, and in the community; comply with professional ethical standards

## EXPECTATIONS & WORKING CONDITIONS:

*Notice* – Working conditions may exist that are not as such as normally existing in the occupation of the public employee. These conditions may include exposure to blood borne pathogens, communicable disease, potentially infectious material, and/or aggressive behavior.

*Work Environment* – 50% in office, 50% travel and remote work commitments. Regular and frequent travel necessary to support working remotely. Routine travel is necessary requiring up to 1-2 hours in the course of the workday being spent traveling in a motor vehicle. May be required to travel out of

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county. Responsibilities and expectations are performed in a fast-paced, high functioning, and emotionally demanding work environment.

*Time Management / Work Pace* – Evaluate and prioritize tasks to maximize efficiency. Impose self-discipline to prevent wasted time in non-productive activities. Work Pace is directed and designated by worksite, caseload, or department needs requiring the ability to be self-motivated to plan and organize time and adhere to mandated timelines. May need to exercise flexibility to accommodate varying schedules within the SSA Department. Regular, predictable, and punctual attendance is an essential function of the position.

*Physical Demands* – May require sitting for periods of time, alternating between standing and walking. Significant time may be spent in front of a computer screen. May carry laptop, presentation materials, and other necessary supplies not to exceed 50 lbs.; physical labor may be required. May perform public presentations (standing for potentially long periods of time). Vocal communication is required. Visual acuity is required for preparing and analyzing written work or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities. Must be able to physically lift, carry or move people in a safe manner, according to in-service training. This position also requires physical demands that may include self-defense tactics and trainings.

*Problem Solving / Decision Making* – Work with a proactive approach staying aware of all issues and taking appropriate actions to minimize and prevent issues from developing into problems. Utilize a combination of the PCBDD mission, vision, values, strategic plan, and applicable rules, regulations, and policies as a foundation for decision making.

*Communication* – Promote a welcoming and eager-to-serve atmosphere. Maintain open and respectful communication exercising professionalism as a representative of PCBDD in all external and internal communications, both written, oral, and in-person. Employ conscientious listening skills to truly understand the needs and wants of people, families, staff, providers, and the community.

*Teamwork* – Work collectively with all members of the team as a cohesive unit. Take initiative to lead while supporting and utilizing the individual strengths of each member. Provide and accept constructive criticism in a respectful manner. Work to promote the PCBDD philosophy and mission always.

## **ESSENTIAL DUTIES & RESPONSIBILITIES:**

### **60% QUALITY IMPROVEMENT AND MONITORING**

Design, implement, coordinate and update quality improvement and assurance processes that encompass compliance, monitoring, and tools and technical support. Develop and maintain related procedures and tracking mechanisms for SSA staff. Conduct regular quality assurance activities with SSAs and people on their caseloads. Support process management to align organizational and SSA processes.

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Ensure compliance that includes assisting with all PCBDD-related provider compliance reviews and activities, nursing quality assurance reviews, and provider support processes. As issues arise, work with SSAs, and providers, as needed, to address and remedy these.

Monitor regulations, rules, policies, and procedures to assure regular service monitoring activities are taking place as identified in the ISP. Identify concerns and provide necessary supports.

Provide technical assistance, guidance, and information in the following priority order: 1-SSAs, 2-providers, 3-people supported, 4-families. Support and guide SSAs in development of the ISP.

Regularly review ISPs and monitor outcomes and work collaboratively with SSAs on ISP and outcome revisions, as necessary. Oversee and monitor SSA working files, including Brittco data and other documentation software. Monitor and review documentation including but not limited to: case notes, email, and other written correspondence. Monitor and review documentation and follow-up for unusual incidents, major unusual incidents, and other necessary records and reports.

## **20% LEADERSHIP**

- Work with SSA Director and SSA Supervisor and assist with SSA onboarding and orientation.
- Assess and revise training material and resources.
- Provide support to resolve daily issues and challenges and serve as a resource in all areas of programmatic and systematic guidance.
- Facilitate connections and ensure needs of people supported by PCBDD are met
- Meet regularly with the SSA Director to review the following: assess trends, patterns, and needs; analyze critical issues and conflicts; review, oversee, and suggest SSA policy and process improvement recommendations
- Gather and organize data collection and information gathering Completion of all reports required for programmatic and systematic updates, improvements, and revisions
- Maintain accurate documentation and participate in Medicaid Administration Claiming (MAC)
- Attend regular and frequent SSA Department meetings; may occasionally be asked to lead these meetings
- Provide input into the monthly SSA Board Report
- Promote self-determination
- Cover small case load when SSA's are absent
- Provide training and technical assistance to SSAs to enable them to respond promptly and courteously to inquiries from individuals and families about Waiting Lists

## **10 % COLLABORATION**

- Communicate and collaborate with the SSA Director and SSA Supervisor to regularly develop, monitor, and review SSA processes and provide training, as necessary.

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- Consult and communicate with SSA Director and/or SSA Supervisor regarding systematic issues, programmatic issues, concerns, or needs
  - Actively participate in the implementation of the PCBDD Strategic Plan that includes but is not limited to working with the SSA Director and SSA Supervisor to focus on agency and department-specific direction as lead by the PCBDD strategic plan and overall support of the agency mission, vision, values, and continuous improvement approaches to improve satisfaction of services and supports
  - Assist SSA Director and SSA Supervisor with Provider Relations and attend provider meetings as needed
  - Oversee, coordinate, and collaborate on the Wait List Assessment process

#### **5 % TRAINING AND EDUCATION**

- Attend and participate in required training including but not limited to:
- Department and staff meetings
- Provide ongoing trainings for PCBDD, SSA Department, families, or the community
- Initial training around new services, programs, or systems
- Continuing educational events and conferences that support career development
- Professional development activities or those directed by certification requirements
- PCBDD staff in-services
- Any trainings, seminars, or workshops as required or at the request of the SSA Director
- Represent SSA Department on standing and ad hoc committees, teams, and projects.

#### **5 % MISCELLANEOUS**

Other duties as assigned by the SSA Director or to meet the needs of people supported by SSA Department or the overall PCBDD.

#### **DECLARATION:**

As an employee of the Perry County Board of Developmental Disabilities, the job incumbent shall acknowledge, understand, and comply with all PCBDD policies at all times, and shall demonstrate respect for, support dignity of, and observe the rights of all people served by the agency.

I have read these position description qualifications/requirements for this position and to the best of my knowledge, I believe I can perform these duties.

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Signature

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Date