

PERRY COUNTY BOARD OF DEVELOPMENTAL DISABILITIES
POSITION DESCRIPTION

Position Title: ***Service and Support Administration Director***

Department: Service and Support Administration

Location: 445 West Broadway Street, New Lexington

Supervisor: Superintendent

Normal Working Hours: Full-time position, routinely 8 hours per day, may be required to work evenings and/or weekends, schedule may be flexible and variable

FLSA Status/Classification: Unclassified, Salaried, Contract position, Exempt Management Employee

Salary Range: Commensurate with education and experience

Safety-sensitive: No

SUMMARY

Under general guidance and direction of the Superintendent, the Service & Support Administration (SSA) Director provides leadership to the SSA Department and ensures services and supports are designed and implemented to align with the Mission, Vision, and Values of the Perry County Board of Developmental Disabilities (PCBDD). The SSA Director serves as a member of the administrative [leadership] team and oversees all activities and functions of the PCBDD SSA Department. The SSA Director participates in agency-wide strategic planning activities and is responsible for providing administrative supervision, program direction, and leading the assignment of duties for employees in the SSA Department. The SSA Director also advises the Superintendent and the Board on matters and issues related to the SSA Department.

MINIMUM QUALIFICATIONS / EDUCATION / EXPERIENCE

- Bachelor’s degree required, preferably in the fields of social work, education, criminal justice, or related field
- 4 years of full-time, supervised, paid work experience in programs or services for people with developmental disabilities; eligible for DODD Service and Support Administration certification
- Demonstrated leadership with a minimum of 5 years supervisory experience
- Experience in effectively collaborating with community resources and governmental agencies
- Current and valid Ohio driver’s license with own transportation and acceptable driver’s abstract in order to meet criteria for insurability

KNOWLEDGE / SKILLS / ABILITIES

- Excellent communication skills (verbal, written, and interpersonal)
- Excellent organizational and time management skills
- Requires proficient knowledge and regular use of multiple information systems

Knowledge of:

- PCBDD services, and the statutory authority vested in the Board; Ohio Revised Code, Ohio Administrative Code, and Ohio Department of Developmental Disabilities (DODD) rules and regulations as they apply to service and support administration
- Local human service systems and other available community resources

Skills in:

- Robust leadership approach with demonstrated, successful outcomes
- Sharp capacity for systems thinking and effective and engaging communication

Abilities to:

- Maintain confidentiality of records, information, and program matters
- Comply with PCBDD services, policy, procedures
- Read, analyze, and interpret complex documents, professional journals, technical directions, and government regulations; write reports, business correspondence, and procedures
- Work as a collaborative member of the PCBDD Leadership Team
- Establish and maintain a positive rapport with other organizations and department heads
- Work a flexible schedule with the potential of work outside routine business hours; may include evenings
- Tolerate a high level of stress and work under pressure of deadlines
- Demonstrate emotional intelligence, flexibility, and adaptability regarding change and unpredictable environments
- Lead strategically, stimulate creativity, and motivate and inspire higher levels of performance

PROBATIONARY PERIOD

A probationary period does not apply to this position. Terms of employment are outlined in the management contract.

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 – 65% in office, 35% travel and out of building commitments, telecommuting possibility.

Work Pace – Self-paced, requiring the ability to be self-motivated, plan and organize time, and to adhere to mandated timelines. Regular, predictable, and punctual attendance is an essential function of the position.

Physical Demands – Position may require sitting for periods of time, alternating between standing and walking. Minimal physical labor is required. Significant time may be spent in front of a computer screen. Frequent lifting (up to 20 lbs.), with occasional heavy lifting (up to 50 lbs.) is required.

POSITIONS SUPERVISED

Waiver Manager, Service and Support Administration Team Lead, Service and Support Administrators, SSA Introduction & Eligibility Specialist, SSA Administrative Assistant, and SSA Support Person

% 60 GENERAL DUTIES

Responsible for the SSA department's strategic and action plan, budget, service and support program development, community relations, communication, fiscal maintenance, policies, procedures, and staff development.

Participate in new employee orientation and onboarding, and ongoing training for staff in the SSA Department, and for the entire agency, as the topic/issue relates to the SSA Department.

Fortify leadership capacity and preserve or enhance professional value by attending local, regional, and state meetings.

Oversee quality assurance, provider compliance activities, waiting list management, eligibility, and request for services. Assist in the completion of accreditation self-review documents. Participate in accreditation on-site reviews and the development and completion of plans of correction for accreditation, as necessary.

Provide oversight and assist with crisis situations. Serve as county contact for the intake/reporting of Major Unusual Incidents (MUI), including allegations of abuse/neglect. Coordinate investigative services with the Mid-Eastern Ohio Regional Council (MEORC) MUI unit. Review cases for cause and contributing factors, quality prevention planning, completion and closure; provide technical support, as necessary.

Supervise the program review of Unusual Incidents (UI), UI logs, agency UI reviews and UI reporting. Serve as a member of the Incident Review Committee and Stakeholders' Committee.

Maintain appropriate documentation including case notes and reports as needed for people receiving SSA and case management services.

Prepare monthly reports to the Board relative to the SSA Department, programs and activities, including data related to Major Unusual Incidents. Communicate reports in a professional manner, orally and in written form.

Supervise the PASRR (Pre-Admission Screening and Resident Review) for people with disabilities desiring admittance into a nursing facility or applying for the PASSPORT Waiver.

Act as contact person/liaison for people eligible to reside in DODD operated developmental centers that are probated and/or admitted from Perry County.

Participate in the grievance and/or resolution of complaints process. Assist in the development of standards, policies and procedures.

Complete application process annually for the Fraternal Order of Eagles Cerebral Palsy Grant.

Assume other related duties as assigned, including, but not limited to: promoting self-determination, person centered thinking, integration, and process management.

% 40 SUPERVISORY DUTIES

Supervise and manage staff in the SSA Department. Promote positive team chemistry balancing governance and leadership. Address issues and team dysfunctions appropriately, as necessary.

Provide ongoing evaluation of performance and conduct for SSA staff. Complete annual performance reviews. Recommend discipline/corrective action, as appropriate.

Facilitate and schedule regular, recurring connections with staff to provide active support, promote open communication, cultivate potential, and foster an environment where people work and learn together.

Ensure and maintain amicable and effective relationships with other employees, program participants, parents/guardians, providers, and state and local community service agencies.

Review and authorize Individual Service Plans, oversee and actively participate in Targeted Case Management (TCM), including progress notes and any other necessary and relevant documentation. May participate in Medicaid Administrative Claiming.

Ensure adequate department coverage. Approve time sheets and requests for leave. Coordinate on-call duties.

DECLARATION

As a Perry County Board of DD employee, the job incumbent shall 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 the qualifications/requirements for this position and to the best of my knowledge I believe I can perform these duties.

Signature

Date