

PERRY COUNTY BOARD OF DEVELOPMENTAL DISABILITIES  
POSITION DESCRIPTION

Position Title: ***SERVICE AND SUPPORT ADMINISTRATION SPECIALIST***

Department: Service and Support Administration

Location: 445 West Broadway Street, New Lexington, OH 43764

Supervisor: Service and Support Administration Director

Normal Working Hours: 8:00AM – 4:00PM, Monday through Friday. May be required to flex schedule, but not routinely work more than 40 hours per week.

FLSA Status/Classification: Non-exempt, Overtime Eligible, Classified Civil Service

Salary Range: Range 8, \$14.41 – \$25.54

Safety-sensitive: No

### ***SUMMARY***

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Under the supervision of the Service and Support Administration Director and the guidance and support of the SSA Team Lead, the SSA is the primary point of service coordination that is responsible for facilitating and connecting people with developmental disabilities to person centered services and supports.

### ***MINIMUM QUALIFICATIONS / EDUCATION / EXPERIENCE***

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- Bachelor’s Degree in Education, Psychology, Social Work, or related field (or grand-fathered into SSA certification); Eligible for Service and Support Administration certification per OAC rule
- Strong organizational and time management skills
- Excellent interviewing and documentation skills
- Valid driver’s license with acceptable driving abstract to meet criteria for insurability. Driving is an essential function of the position
- Experience with meeting facilitation is a plus

### ***KNOWLEDGE / SKILLS / ABILITIES***

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Knowledge of:

- Applicable local, state, and federal laws, rules, policies, and guidelines pertaining to people with disabilities
- Local community resources and human services organizations
- Developmental disabilities technology, rehabilitation, and social work

Skills in:

- Microsoft Office programs, including Word and Excel
- Excellent verbal and written communication for effective interaction with internal and external customers
- Human relations and establishing positive rapport with service providers and staff
- Public speaking and presenting in front of large groups
- Interpersonal relations
- Strong organizational and time management skills

- Excellent interviewing and documentation skills

Abilities to:

- Effectively navigate web-based applications and various technology systems
- Generate and maintain effective records and documentation
- 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 conflict resolution, sometimes with limited options
- Exercise self-motivation and self-direction to work independently
- Maintain confidentiality and handle sensitive data
- Meet deadlines established by policy and procedure
- Negotiate and manage conflict

***PROBATIONARY PERIOD***

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300 Days

***WORKING CONDITIONS***

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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, potential telecommuting opportunity. Availability and accessibility by phone.

Work Pace – Self-paced (40 hours per week), typically Monday through Friday, as assigned by supervisor. Daily schedule must be flexible with the availability to work outside normal business hours and regular, including evenings and weekends. Predictable attendance is an essential function of the position.

Physical Demands – Position requires frequently alternating between sitting, standing, and walking. May be required to physically lift up to 50 lbs.

***POSITIONS SUPERVISED***

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None

***ESSENTIAL DUTIES, RESPONSIBILITIES AND EXPECTATIONS***

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The SSA Specialist shall be the single point of service coordination for approximately 30 people with developmental disabilities. For each of these people, the SSA Specialist shall:

- 40% Maintain case notes, email correspondence, written correspondence, develop the initial Individual Service Plans (ISP) and revise as necessary, complete documentation of follow-up on unusual incidents, and complete other necessary records/reports in a timely and accurate manner consistent with agency and regulatory standards.

- 30% Complete and coordinate the assessment of a person’s need for services using formal and informal methods of assessment after the initial request for services and at least annually thereafter. Ensure people have designated representatives to provide regular supports. Assist the person/team to identify and clarify concerns and priorities which may lead to desired outcomes. Coordinate, develop, and revise the Individual's Service Plan (ISP) with the active participation of the person receiving services and other people/providers selected by that person. Facilitate the ISP meeting, unless directed by someone else, as determined by the person receiving services.
  
- 10% Assist the person receiving services in choosing providers and working with those providers to resolve concerns involving direct support staff. Ensure services are effectively coordinated and implemented by appropriate providers. Through communication with the person receiving services and providers across all settings and systems, the SSA shall review documentation, conduct home visits, assist with the MEORC QA process, and monitor the implementation of the person's ISP for desired outcomes to ensure the health, safety and welfare of the person and to consistently implement the services reflected in the ISP.
  
- 10% Attend meetings, conferences, workshops, and trainings related to the position. Maintain active participation in career development opportunities to promote continued education, learning, and professional growth. Utilize continuous improvement techniques to improve satisfaction with services.
  
- 10% Assist with crisis intervention and emergency services, and facilitate conflict resolution, as needed. Transport or arrange for transportation of the person as necessary to access community resources. Establish person-centered budgets for services utilizing cost-effective and desirable options and based on the details within the ISP. Monitor the use of resources. Fulfill and support other duties as appropriate and assigned.

**DECLARATION**

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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 individuals 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