

601 Senior Drive, New Lexington, Ohio 43764
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TITLE: SERVICE AND SUPPORT ADMINISTRATOR

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

SUMMARY OF POSITION:

The Service and Support Administration (SSA) 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 and SSA Supervisor, the SSA serves as the primary point of coordination responsible for supporting people with developmental disabilities in a community oriented and mobile friendly environment. SSAs are primarily responsible for determining, achieving, and maintaining a person-centered focus on person-centered outcomes while connecting and facilitating person-centered supports across multiple systems and resources.

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
- Strong organizational and time management skills with the ability to productively complete work remotely, previous positive experience working remotely is a plus
- Preferred minimum of one year of experience coordinating, evaluating, developing, or implementing community services, habilitation programs, or activities for people with disabilities
- Excellent interviewing and documentation skills
- 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

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

Abilities to:

- Generate and maintain accurate records and documentation
- Develop and maintain positive and professional effective working relationships with people served by PCBDD, employers, supervisors and managers, providers, and the general public
- 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
- Effectively facilitate team meetings, which may include conflict resolution
- 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

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 – 25% in office, 75% 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 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:

50% PLANNING AND COORDINATION

Connecting

Establish and maintain contact with all team members including the person served, their guardian, natural supports, and/or providers who are identified to support the person. Coordinate services and assist the person, guardian, and natural supports to select providers identified in the Individual Service Plan (ISP). Make referrals when needed Coordinate and facilitate scheduled reviews of the ISP.

Individual Service Planning

Facilitate support planning by leading in the ISP development that incorporates person-centered planning and self-directed services and supports. Ensure services, supports, education, and training are being implemented consistent with the person's ISP.

Fiscal

Establish and create a person-centered budget; support the cost projection process based on the ISP and available resources and utilize cost effective options considering unpaid supports and braided funding. Monitor and balance ISP and growth of waiver expenses utilizing community resources and payer sequencing.

30% LISTENING AND LEARNING

Monitoring

Monitor the implementation of the ISP and ongoing services to ensure the person's health and welfare so they engage in meaningful and productive activities and make progress towards outcomes that balance what is important to and for them. Work in collaboration with the team and/or providers to resolve conflict, as necessary.

Assess satisfaction using formal and informal mechanisms; evaluate the results of existing services, supports, education, and training, and recommend changes to the team, as necessary. Follow up on unusual incidents and major unusual incidents to ensure prevention plans have been developed and supports in place.

Assure the planning process addresses, at a minimum, opportunities for the person to develop connections with others in their community, opportunities to acquire information and learn new skills as appropriate, and opportunities to address safety and health needs.

15% DOCUMENTATION

Maintain documentation and case notes including but not limited to: email correspondence, written correspondence, ISP documents, budgets and funding costs, and all records and documentation related to unusual incidents, major unusual incidents, and prevention plans. Complete necessary records and reports in a timely and accurate manner consistent with agency and regulatory standards.

5% MISCELLANEOUS

Assist PCBDD in public awareness activities that engage and educate the community. Professionally represent PCBDD in the Perry County community at all times.

Actively participate in the implementation of the agency mission, vision, and values and utilize continuous improvement techniques to improve satisfaction with services.

Acquire training and education to promote continued learning and professional growth.

Perform related duties as required and/or assigned.

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.

Signature

Date