

POSITION DESCRIPTION  
Muskingum County Board of DD

CLASSIFICATION TITLE:	Service & Support Administrator (SSA)
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<b>EMPLOYMENT STATUS</b>	Full-time	<b>REPORTS TO</b>	SSA Supervisor and Director of Community Services
<b>FLSA STATUS</b>	Non-Exempt	<b>DEPARTMENT</b>	Community Services
<b>WORKING HOURS</b>	8:30 am – 4:00 pm	Flexible/Variable Hours - may not remain constant; including evenings and weekends and an on-call rotation of 24 hours per day, 7 days per week.	

DISTINGUISHING JOB CHARACTERISTICS

A specialized position in the field of developmental disabilities. This position coordinates and performs service coordination duties for persons with developmental disabilities and ensures services comply with applicable requirements for waiver and non-waiver services. Determines eligibility, completes assessments and evaluations to assist in developing Individual Service Plans (ISP), and facilitates ISP meetings. Acts as a liaison with people with developmental disabilities, their families, and various agencies. Coordinates resources across agency and professional lines to develop and attain needed or desired outcomes for individuals and their families. Strives for individual and family participation to maximize the quality of life for the individual served in the least-restrictive manner. Provides crisis intervention and serves on-call 24 hours a day, 7 days a week, as scheduled.

ESSENTIAL DUTIES AND RESPONSIBILITIES

***To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans With Disabilities Act, in accordance with its requirements.***

Provides services to individuals with developmental disabilities in the area of service and support administration in accordance with county board policies and procedures and the Ohio Department of Developmental Disabilities' rules and regulations.

Coordinates and observes a caseload of individuals with developmental disabilities to provide needed support. Conducts assessments and evaluations to assist in developing ISP which identify current and future abilities/outcomes. Maintains responsibility for observing ISP supports/outcomes and satisfaction of individuals and individual's families. Monitors ISP services and support on a continuous basis. (Contact bi-monthly and face to face home and community visits at least quarterly (Two of which will be in the person's home.)) Utilize various applications and software for service planning, assessments, and ISP's.

Writes and assures timely completion of Targeted Case Management (TCM) case notes. Prepares, writes, and completes forms, reports, correspondence, case summaries, progress reports, and other related materials.

Coordinates waiver and non-wavier services, initial, re-determination, and revisions to ISP for individuals in compliance with state and federal rules with a focus on a community life.

Assures supports are received in the least restrictive and most appropriate educational, vocational, residential, and/or community setting available. Assists in developing services and supports that ensures the individual's health and welfare but is balanced with what is important to the individual.

On a daily basis, builds relationships with individuals/families and observes outcome progress to ensure that each individual is receiving all necessary supports in accordance with their ISP.

Prepares and maintains required reports and records. Daily completion of required documentation and billing records. Maintaining productivity and efficiency standards for documentation and billing records

Actively involved with community agencies and community members, and coordinates services for individuals with developmental disabilities. Provides assistance to service agencies, professionals and individuals when crisis situations arise.

Collaborates with local agencies to provide the most adequate services available to each individual. Refers individuals and families to any and all available community resources.

Serves as liaison between the individual, family and community. Meets with individual and family to discuss individual's abilities/needs, satisfaction and outcomes. Provides supportive and crisis intervention services to individuals and families with acute and chronic situations. Meets with individual/family where they are most comfortable.

Reviews reports of abuse, neglect and unusual incidents by obtaining Unusual Incident (UI) reports from providers, Recording Systems Coordinator or Unusual Incident (UI) Team. Coordinates team meetings to develop a plan of protection or prevention for individuals involved in abuse or neglect incidents. Work with all entities to implement plans of protection or prevention. Provide follow-up to review if plan is working, and monitor plan of protection to ensure no further incidents.

Advocates and educates individuals / families of their human and civil rights to increase individual / family understanding of abuse and neglect and due process.

Participates in / with system feedback mechanisms and oversight reviews. Monthly contact and at minimum quarterly face to face contact in homes and community (Two in the person's home).

Attends and participates in (both in person and virtual) conferences, staff meetings and various in-service training opportunities.

Complete continuing professional development, as well as coursework through intranet training, on-line courses, and classroom instruction as assigned. Obtain and maintain Continuing Education Units for required professional development to maintain SSA Certification requirements through DODD.

Mandated reporter for all reports of abuse, neglect, and exploitation/misappropriation. Must report all Unusual Incidents (UI) and Major Unusual Incidents (MUI).

Perform any and all other duties as required or assigned by the SSA Supervisor or Director of Community Services and/or Superintendent.

SCOPE OF SUPERVISION

Reports directly to the assigned SSA Supervisor and ultimately to the Director of Community Services.

EQUIPMENT OPERATED

Motor vehicle; computer; MiFi remote connectivity, any/all new electronic device applications; copier, scanner, fax machine, telephone and other general office equipment.

CONTACTS WITH OTHERS

Individuals; parents; family members; contract service providers; volunteers; medical professionals; attorneys; state and local social service agencies; local businesses; MEORC representatives, natural supports, and the general public.

CONFIDENTIAL DATA

All employees are considered to be confidential employees who shall abide by confidentiality and HIPPA regulations and shall agree to abide by all policies surrounding confidential and sensitive information. Each person entrusted in any position or aspect of employment with the County Board holds a position of trust relative to this information and shall recognize the responsibilities entrusted to them in preserving the security and confidentiality of this information.

### WORKING CONDITIONS

Normal office working conditions including a cubicle workspace environment. Possible exposure to communicable diseases, blood-borne pathogens, potentially infectious materials and/or aggressive or other maladaptive behaviors. Possible exposure to inclement weather conditions or possible exposure to environmental risks of various natures.

### USUAL PHYSICAL DEMANDS

***The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.***

While performing the duties of this job, the employee commonly talks and hears when dealing with individuals, individual's families, agencies and the general public. Regularly exhibits digital dexterity and eye-hand coordination when keyboarding and completing other tasks. The employee frequently sits, and occasionally stands, walks, reaches with hands and arms, climbs, balances, stoops, kneels, crouches, and crawls. The employee occasionally lifts items which weigh up to 40 pounds. Vision demands include close, relatively detailed vision, with the ability to adjust focus.

### REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

**Knowledge of:** developmental disabilities; rights of persons with developmental disabilities; code of ethics regarding working with persons with developmental disabilities; person centered thinking philosophy; behavior support principals and applications; State Wavier Programs; agency resources available for children and adults with developmental disabilities; general principles and methods to work with people with developmental disabilities; State and Federal regulations; medical terminology; Medicaid rules and guidelines; counseling; mental health, developmental stages, trauma informed care, Good Life, Person Centered practices.

**Ability to:** develop and maintain effective working relationships with people, including but not limited to, supervisors, parents, family members, contract service providers, children, adults and general public; apply service coordination principles and rules to facilitate practical everyday problem solving; maintain confidentiality of confidential or sensitive subject matter; exhibit flexibility in work schedule and job tasks; demonstrate good judgment and ability to prioritize tasks using good time management skills; analyze emergency situations involving persons with developmental disabilities and determine appropriate response; exercise sound judgement in dealing with stressful situations; demonstrate patience; follow written and verbal instructions; demonstrates willingness to treat all people with respect and courtesy; work together cooperatively with gentleness and respect; maintain professional ethics; demonstrate regular and dependable attendance; represent MCBDD in a positive affirming manner, including professional appearance and dress; work abnormal hours based on need. On-going training, ever-changing needs of service.

**Skill in:** communicate effectively in verbal and written form; maintaining accurate written reports and documents; collaborate with other agencies and coordinate services; conflict resolution; meeting the abilities/needs of adults and children with developmental disabilities; operating general office equipment; application of job software programs; mathematical calculations; time management; establishing positive relationships.

### QUALIFICATIONS

Minimum of Bachelor's Degree from an accredited college or university required in social work, special education, or related field. Three years' experience working with persons with developmental disabilities preferred.

Employment contingent upon successful completion of satisfactory report of the State Bureau of Criminal Identification and Investigation and/or County or Local Law Enforcement Agency as required by ORC 5123.081, a physical examination including drug and alcohol screening, and a satisfactory drivers abstract of no more than 6 points.

LICENSURE OR CERTIFICATION REQUIREMENTS

Must maintain ODODD Service and Support Administrator Certification in accordance with OAC 5123:2-5-01 throughout the term of employment; Must maintain a valid State Driver's License and maintain a status of insurability for motor vehicle insurance; Must obtain CPR/First Aid training as required within the first six months of employment and maintain throughout employment.

**This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.**

MANAGEMENT APPROVAL

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**Superintendent** **Date**

EMPLOYEE UNDERSTANDING

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**Employee** **Date**

Updated: May 2021

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