

Southern Ohio Council of Governments Position Description

Title: Service and Support Administrator

Qualifications:

- SSA experience preferred, with a minimum of two years' experience working with/for individuals with developmental disabilities.
- Bachelor's degree from an accredited university.
- Eligible for SSA certification.
- Excellent interpersonal and written communication skills; organized, detail-oriented, and able to multitask.
- Knowledge of and ability to use Microsoft Office and systems specific to the Ohio Department of Developmental Disabilities.
- Valid Ohio driver's license, reliable transportation, and insurance.
- Bureau of Criminal Investigation background check, medical examination, and drug screen required upon offer of employment.

Duties:

Provide service and support administration designed to enhance an individual's ability to live, work, learn, and plan in the community in accordance with SOCOG/County Board policies and procedures and applicable laws, rules, and regulations. Responsibilities may include, but are not limited to:

- Coordinate and document the overall service planning process and service delivery plan, including facilitation of required assessments and notifications, team meetings, provider interviews, and related activities. Maintain targeted case management documentation or other documentation as required.
- Assist individuals and families with considering costs, resources, and mandates related to the Ohio Individual Service Plan (OISP) and its implementation, including identifying, selecting, and obtaining resources and services and assigning or clarifying each party's responsibilities in the OISP.
- Review and monitor service delivery and individual/family satisfaction across all services in the plan to ensure services are delivered according to the OISP, established timeframes, standards, outcomes, and state and federal law.
- Serve as the primary point of coordination for the individual and among providers for the OISP.
- Provide feedback regarding monitoring to the individual/family and other appropriate parties. Assist with negotiating services, solving problems, addressing barriers, and adjusting the plan.
- Ensure the individual and/or guardian understands and provides informed consent for the OISP. Assist individuals and families in exercising their rights, including due process and access to financial rights and benefits.
- Ensure an immediate response to situations that present a threat to health and/or safety.
- Provide after-hours support to the Community Services Department Emergency On-Call response system as part of a shared rotation, ensuring 24-hour availability for crisis intervention and the health and safety of individuals.
- Attend meetings, hearings, and other activities at sites throughout the county and state.
- Work collaboratively and effectively with administration, other agencies, professionals, staff, families, and the public. Contribute to Service and Support Administration Department discussions and activities that promote service improvements and fulfill objectives.

- Maintain the attitude and conduct expected of a professional public servant. Understand and practice professional ethics, including protecting the confidentiality of information and materials encountered in the course of work.
- Perform other related duties and worker responsibilities necessary to meet the Board's operational and program objectives, as assigned. This description is not intended to be an exclusive listing of job duties or worker characteristics.
- Work under potentially hazardous, violent, threatening, or physically demanding conditions when duties require it.

- **Hours of Work** Monday – Friday, Full-time, Hourly, Non-exempt, as needed within the SOCOG region.
- **Location** Full-time position based at the assigned County Board, with travel throughout the SOCOG region as needed.
- **Salary** Based on applicable work experience. (Submit salary expectations with resume)
- **Benefits** Full-time only: OPERS, Medical Insurance, Dental/Vision Insurance, Worker's Compensation, Life Insurance, Direct Deposit, All-Purpose Leave, Paid Holidays.
- **Position Availability** Immediately
- **Reports to** SOCOG SSA Supervisor and Designated County Board Supervisor