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**HANCOCK COUNTY BOARD OF DEVELOPMENTAL DISABILITIES**  
**POSITION DESCRIPTION**

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*BVC provides resources and supports that empower people with DD to live lives with meaning and purpose.*

**Job Title: Service and Support Administrator (SSA)**  
**Department: Service and Support Administration**  
**Reports to: Manager of Service & Support Administration**  
**Hours of Work: Monday-Friday (typically 8am-4pm)**  
**Status: Full Time/Non-Exempt/Hourly**  
**Classification: Classified**

**POSITION SUMMARY:**

The SSA will coordinate services with providers, other agencies, and natural supports to assist people. The SSA does not provide direct service to the person supported. The SSA's efforts both with and on behalf of the person supported are intended to ensure health and safety and provide advocacy by providing outstanding customer service.

**EDUCATION/QUALIFICATIONS/LICENSE/CERTIFICATION (S) REQUIRED:**

- A minimum of a bachelor's degree in a related field.
- Prefer minimum of one year's experience working with individuals with developmental disabilities.
- Possess or be able to obtain service and support administration certification from the Ohio Department of Developmental Disabilities as well as knowledge of OAC 5123:2-4-02.
- Must successfully pass and maintain pre-employment requirements of: State and/or Federal Criminal Background Check; ARC's Registry Check and an employment physical, including drug testing. Must maintain a valid Ohio driver's license with a record that is acceptable by the agency's insurance carrier.

**DUTIES AND RESPONSIBILITIES:**

- Ensures the person's needs are met through the development of the Person-Centered Plan (PCP) and through monitoring and communication with the person, families/guardians, providers, and those supporting the person.
- Facilitates team meetings to address issues as they arise.
- Serves as primary point of coordination while advocating for the person to protect rights, responsibilities, and interests.
- Possess the ability to work independently, collaboratively, and effectively with the administration and staff, other agencies, professionals, and the public.
- Assures an immediate response to situations that demonstrate a threat to health and/or safety.

- Participate in public awareness activities to promote BVC.
- Maintains established productivity standards and completes case notes in a timely manner to ensure continuity of care.
- Maintains paper and electronic records as required while ensuring confidentiality and following HIPAA regulations.
- Works with the person and their team to match available resources to needs/desires while taking into consideration the associated costs.
- Assists with provider selection.
- Connects the person to resources and activities to promote community involvement.
- Reports and addresses MUIs and UIs to ensure health, safety, and continuous quality improvement.
- Maintains professional certification by attending professional development trainings; renews professional certification by required deadline.
- Serves as the on-call SSA on a rotating basis.
- Accepts additional responsibilities that contribute to the success of the department and BVC.
- Establishes professional boundaries with people supported, families/guardians, and providers.
- Provides exemplary customer service through courteous, responsive interactions.
- Adheres to HCBDD policies/procedures and DODD rules identified in Ohio Administrative Code (OAC).

*The forgoing is not intended to represent an exclusive listing of job duties and work characteristics included within the position. Other duties and work characteristics may be required to meet the Board's operational and program activities.*

**Applications may be completed at our website [www.blanchardvalley.org/careers](http://www.blanchardvalley.org/careers)  
Deadline to apply is February 14<sup>th</sup>.**