



HANCOCK COUNTY BOARD OF DEVELOPMENTAL DISABILITIES

POSITION DESCRIPTION

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 8 am-4 pm)
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 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 a 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, ARCs Registry Check and drug testing.
- Must maintain a valid Ohio driver's license with a record 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 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 the 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 threaten 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.
- Provide exemplary customer service through courteous, responsive interactions.
- Adheres to HCBDD policies/procedures and DODD rules identified in the Ohio Administrative Code (OAC).
- Perform other duties and projects as assigned.

The foregoing 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.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES: Any combination of education and experience.

Knowledge of: The rights of a person with a developmental disability; DODD Rules and Systems; the HCBDD policies and procedures.

Skills in: Excellent communication skills; Computer proficiency to include use of basic software applications (Word, Excel, etc.)

Ability to: Organize, prioritize, work independently, and be self-directed; establish and maintain a positive rapport with persons supported, families, providers, staff, and employers/organizations in the local community; maintain confidentiality; commitment to BVC and the HCBDD mission, vision, and values; lift up to 50 pounds; bending and lifting /sitting/standing/walking for lengthy periods of time.

Other: The employee may be exposed to adverse weather conditions while driving and may be exposed to blood-borne pathogens, communicable diseases, potentially infectious materials, and/or aggressive behavior.

SIGNATURES:

I acknowledge review and receipt of the above position description. To the best of my knowledge, I am capable of fulfilling the requirements of this position.

Employee Signature/Date