



*All people are valuable and have potential*

POSITION TITLE:        **SERVICE AND SUPPORT ADMINISTRATION (SSA) MANAGER**

QUALIFICATIONS:    Bachelor's Degree in business administration, human services or a related field required  
Minimum of three years of experience in staff supervision and management required  
Has or qualifies for a Service & Support Administration Supervisor certification  
Experience with Medicaid-related programs and knowledge of Medicaid compliance procedures desired  
Excellent interpersonal communication skill required  
Effectively utilize current technology to promote accuracy and productivity  
Freedom from substance abuse  
Satisfactory BCI check (Bureau of Criminal Investigation)  
Valid driver's license required

CLASSIFICATION:    Full time professional position, unclassified  
Exempt from overtime  
12 months per year, 254 days  
Probationary period 300 calendar days  
Primarily 8:00 a.m. to 4:00 p.m., flexibility required

PRIMARY FUNCTION:    Plans, organizes, directs, and coordinates the service and support administrator function assuring services provided or procured for eligible individuals adhere to all regulatory requirements as well as to Darke DD policies and procedures.

WORK PERFORMED:    \*1) Develops and manages a services system that is designed to meet the changing needs of people supported.  
  
\*2) Supervises SSAs including the approval and denial of leave, ensuring office coverage meets the needs of people eligible for Darke DD supports.  
  
\*3) Manages a goal-based employee evaluation process.  
  
\*4) Ensures all SSAs maintain required certification.  
  
\*5) Oversees and manages all processes adhered to by SSAs.  
  
\*6) Prepares for, conducts, and attends regular staff and team meetings.  
  
\*7) Ensures Individual Service Planning, Assessment, and Monitoring is performed utilizing a person-centered process that identifies a person's path to employment and full community inclusion.  
  
\*8) Oversees behavior support services including the need for restrictive measures, ensuring they are interwoven in the ISP/assessment; identify risk of harm and meet fading requirements.



- \*9) Ensures services costs meet the needs of people eligible for Darke DD and follow payer of last resort requirements.
- \*10) Reports new and increased service cost needs to the Administrative Review Committee.
- \*11) Manages and ensures compliance of the Darke DD waiting list.
- \*12) Oversees and manages the Human Rights Committee.
- \*13) Manages MUI/UI duties and acts as the MUI contact with WestCON and DODD.
- \*14) Supports the Community Services Director in the development, implementation, and management of the agency annual action and strategic plans.
- \*15) Supports the Community Services Director in representing SSAs in the planning function of Darke DD.
- \*16) Supports the Community Services Director in the management of relationships established with external entities that are providing services to people eligible for Darke DD supports.
- \*17) Develops and implements quality assurance routines to assure that ISPs meet the highest standard prescribed by DODD.
- \*18) Provides and arranges for SSA training.
- \*19) Reviews and monitors compliance documentation prepared by SSAs, WestCON, and the DODD and assures that programmatic responses to recommendations and plans for improvement are in place and any concerns have been reconciled.
- \*20) Advises the Community Services Director regarding referrals to the Darke DD Administrative Review Committee.
- 21) Identify potential conflicts of interest and review with Community Services Director.
- 22) Performs other related duties as assigned.

\* = Essential function

PHYSICAL

REQUIREMENTS:

- 1) Standing or sitting for periods which may exceed one hour.
- 2) Lift or carry items weighing up to 50 pounds occasionally.
- 3) Simple grasping, light pushing/pulling and/or fine manipulation of left and right hands.
- 4) Reach above shoulders frequently, both sides.

SUPERVISION RECEIVED:      Community Services Director

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Employee signature

\_\_\_\_\_  
Date