



POSITION TITLE:       **SERVICE AND SUPPORT ADMINISTRATOR (SSA)**

QUALIFICATIONS:   Bachelor's Degree in Social Work or related field, Master's degree preferred  
Has or qualifies for Service & Support Administration Certification  
Minimum of two years of experience in the developmental disabilities field  
    and at least two years in ISP development and/or waiver development  
Experience with Medicaid-related programs and knowledge of community  
    resources desired  
Excellent interpersonal communication skill required  
Valid First Aid and CPR certification preferred  
Freedom from substance abuse  
Satisfactory BCI check (Bureau of Criminal Investigation)

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

PRIMARY FUNCTION:   To coordinate services for individuals with developmental disabilities who  
    receive residential funding and board services, coordinate assessments and  
    meetings to define needs of the individual and develop plans to meet  
    needs including assessment of service delivery

WORK PERFORMED:   \*1) Establish an individual's eligibility for the services of the county Board  
    including developmental disability profile, level of care, or other related  
    assessments.  
  
    \*2) Assess individual needs for services.  
  
    \*3) Develop individual service plans (ISPs) with the active participation of the  
    individual to be served, appropriate day programming staff, residential  
    providers and other persons selected by the individual.  
  
    \*4) Recommend the plans for approval by the Ohio Department of  
    Developmental Disabilities when services included in the plans are funded  
    through Medicaid.  
  
    \*5) Establish budgets for services based on the individual's assessed needs and  
    in the most cost effective way of meeting those needs.  
  
    \*6) Assist individuals in making selections from among the providers they have  
    chosen.  
  
    \*7) Ensure that services are effectively coordinated and provided by  
    appropriate providers.

- \*8) Establish and implement an ongoing system of monitoring the implementation of individual service plans to achieve consistent implementation of the desired outcomes for the individual.
- \*9) Perform quality assurance reviews as a distinct function of service and support administration in conjunction with WestCON.
- \*10) Incorporate the results of quality assurance reviews and identified trends and patterns of unusual incidents.
- \*11) Ensure that each individual receiving services has a designated person who is responsible on a continuing basis for providing the individual with representation, advocacy, advice and assistance for service coordination.
- \*12) Provide a variety of monitoring activities including home visits, maintaining case files, providing ongoing personal contact, coordinating ISP meetings, monitor reporting of unusual incidents and major unusual incidents.
- 13) Participate in trainings and staff meetings as established by the supervisor
- 14) 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

**Note:** Working conditions may exist that are not such as normally exist in the occupation of the public employee. These conditions may include exposure to bloodborne pathogens, communicable disease, potentially infectious materials, and/or aggressive behavior.

Revised January 2016

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date