

Southern Ohio Council of Governments Position Description

Title: Service and Support Administrator – Floating

Qualifications:

- SSA experience required, a minimum two years' experience working with /for individuals with DD
- Bachelor's degree from accredited university.
- Eligible for SSA Certification.
- Excellent interpersonal/written communication skills; organized, detail oriented and able to multi-task.
- Knowledge and ability to utilize Microsoft Office and systems specific to the Ohio Department of DD.
- 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/CB policies and procedures, applicable laws, rules and regulations. These responsibilities may include but are not limited to:

- The coordination and documentation of an overall service planning process and service delivery plan which shall include the facilitation of: required assessments & notifications, team meetings, provider interviews, etc. Maintains targeted case management documentation or other as required.
- Assisting individuals/families with the consideration of costs, resources, and mandates regarding the Individual Service Plan (ISP) and its implementation including assistance identifying, selecting, and obtaining resources & services, as well as, assigning/clarifying the responsibilities of each in the ISP.
- Reviews and monitors service delivery and individual/family satisfaction with services/support across all services in the plan to assure that services are being appropriately delivered according the ISP in accordance with established timeframes, standards, and outcomes as well as state and federal law.
- Acts as primary point of coordination for person and between providers for the ISP.
- Provides feedback regarding monitoring to individual/family and other appropriate parties. Assists with negotiating services, solving problems, addressing barriers, and making adjustments to the plan.
- Assures understanding and informed consent by the individual and/or guardian for the ISP. Assists individuals/families to exercise their rights (due process, access to financial rights and benefits, etc.)
- Assures an immediate response to situations that demonstrate a threat to health and/or safety. Provides support after hours to the Community Services Department Emergency On-Call response system, as part of a shared rotation schedule, to ensure requirements of 24 hour availability for crisis intervention for purpose of ensuring health and safety of individuals.
- Attends meetings, hearings, etc. at sites located throughout the county and state.
- Must be able to work collaboratively and effectively with the administration, other agencies, professionals, staff, families, and the public. Contributes to Service and Support Administration Department discussions and activities, which promote improvements in services and fulfill objectives. Maintains an attitude and conduct of appropriate social and moral behavior of a professional public servant; Understand and practice professional ethics in keeping with the confidentiality of information and materials with which he/she may come into contact;

- The foregoing is not intended to represent an exclusive listing of job duties and worker characteristics included within the position. Other duties and worker characteristics may be required which serve to meet the Board's operational and program objectives. Performs other related duties as assigned.
- Duties may require working under hazardous and potentially violent, threatening, or physically demanding conditions.

Hours of Work: Monday – Friday, Full-time, Hourly, Non-exempt, as needed within the SOCOG region.

Location: Full-time

Salary: Based on applicable work experience. (Submit Salary Expectations with Resume)

Benefits: Full-time only: PERS, Medical Insurance, Dental/Vision Insurance, Worker's Compensation, Life Insurance, Direct Deposit, All-Purpose Leave, Paid Holidays.

Position Availability: Immediately

Reports to: Quality Services Supervisor & SSA Director