

## **SOUTHERN OHIO COUNCIL OF GOVERNMENTS**

### **POSITION DESCRIPTION**

**Title:** Service & Support Administrative Assistant

**Requirements:**

- High School Diploma required, Associates Degree in Human Services field preferred.
- Eligible for SSA Certification.
- Ability to work independently with individuals served, diverse families, service providers and interdisciplinary teams.
- Excellent interpersonal/written communication skills and ability to work in a team oriented environment.
- Detail oriented. Excellent multi-tasking, scheduling and organizational skills.
- Business math skills.
- Knowledge of community and social services resources (i.e. Social Security, Medicaid, Medicare).
- Computer skills and knowledge of common software applications (Word, Excel, PowerPoint, Outlook) and ability to utilize web-based applications.
- Valid Ohio driver's license, auto insurance and reliable transportation.

**Duties:**

Assist Service & Support Administrators on a daily basis to complete a variety of related tasks including, but not limited to:

- Coordination and facilitation of meetings including provider interviews and day program orientation;
- Conduct home visits as necessary for monitoring or obtaining signatures, etc.;
- Review provider documentation and provide feedback;
- Apply for public and community resources;
- Answer telephone, assess needs, and make appropriate follow up;
- Provide clerical support to SSA's such as typing, copying, faxing, data entry, and exporting items to document storage system;
- Provision of direct service, when needed;
- Maintain Targeted Case Management records per procedure;
- Other duties as assigned

**Supervisor:** Quality Services Supervisor & SSA Team Leader

**Hours of Work:** 40 hours per week

**Other:**

- Duties may require working under hazardous and potentially violent, threatening, or physically demanding conditions.
- Bureau of Criminal Investigation background check required.
- Medical examination and drug screening required upon offer of employment.