DATE POSTED: April 29, 2024

APPROXIMATE START DATE: As Soon As Available

NOTICE OF POSITION OPENING

POSITION: Director of Service and Support Administration

LOCATION: Ashtabula County Board of DD
Ashtabula County, Ashtabula, Ohio 44004

JOB DUTIES: Supervise the coordination and implementation of the service delivery system based on established rules and regulations within the Service Support Services Department

MINIMUM QUALIFICATIONS: Bachelor’s degree required from an accredited college/university in education, social work, social services or related field. Obtain Ohio Department of Developmental Disabilities (DODD) Certifications. Three years supervisory experience preferred and at least five years experience working with individuals with developmental or other disabilities. Knowledge of programs, services and supports offered by the Ashtabula County Board of Developmental Disabilities and other local agencies.

REQUIREMENT FOR SAFETY SENSITIVE POSITION: Criminal background check and medical examination/drug screening

SALARY: Commensurate with education and experience

APPLICATION PROCEDURE: Obtain an application online at www.ashtabuladd.org and return or email completed application along with all transcripts, current certification and/or licensure to the Board Office at:
Ashtabula County Board of DD
2505 South Ridge Road East
Ashtabula, Ohio 44004
Email Jade Artman at jade.artman@ashtabuladd.org

APPLICATION DEADLINE: May 27, 2024 or until filled
TITLE OF POSITION | DIRECTOR OF SERVICE SUPPORT ADMINISTRATION
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UNIT OR OFFICE | ADMINISTRATION
COUNTY OF EMPLOYMENT | ASHTABULA
TITLE OF IMMEDIATE SUPERVISOR | SUPERINTENDENT
NORMAL WORKING HOURS | 8:00 A.M. – 4:00 P.M. Monday – Friday (Hours and days may vary)
PURPOSE OF POSITION | Supervise the coordination and implementation of the service delivery system based on established rules and regulations within the Service Support Services Department.

**JOB DESCRIPTION**

- Supervises and evaluates all community support services employees.
- Coordinates and monitors caseloads, direction of referrals, etc. of all Service and Support Administrators (SSA’s).
- Prepares the waiver, supported living budget. Review financial status of waiver and supported living with the Board monthly.
- Coordinates and monitors services and waiting lists within the waiver and supported living programs. Reviews PAWS and PAS documents and utilization reports for accuracy and compliance with waiver and supported living guidelines.
- Monitors and ensures the effectiveness and efficiency of all Service and Support Administrators (SSA’s) as established in the SSA Rule.
- Conducts staff and provider meetings for in-service training pertinent to rules and regulations. Coordinate and monitor the development of quality individual service plans (ISP).
- Completes Accreditation self-review documentation. Participate in on-site reviews and audits.
- Acts as Job and Family Service contact.
- Develop/assists in the development of policies and procedures within the department.
- Monitors IDS (IIF) accuracy for all individuals receiving services. Submit annual ADM count to DODD and updates as required.
- Provides oversight for the administration of the C/OEDI and the eligibility determination process. Establishes eligibility for the services of the county board.
- Oversees Targeted Case management (TCM) billing process (ensure productivity standards are maximized)
- Provides oversight of Neon contracted services (QARN, Provider Compliance Reviews)
- Acts as a liaison to County Board’s SSA Directors network/workgroup
- Represents or delegates agency involvement in DD system workgroups and projects as necessary
- Ensures all records maintained on individual’s receiving services are accurate and up-to-date.
- Ensures compliance with all local, state and federal rules and regulations.
- Develops or assist in the development of policies and procedures within the department.
- Ensures compliance with all labor agreements.
- Responsible for programmatic outcome-based measurements.
- Ensures provision of emergency on call in response to calls received outside of normal business hours.
- Actively participates on the Multi-Disciplinary Behavior Support and Incident Review committees.
- Actively participates in, plans, and/or leads various program/agency meetings as appropriate.
- Participates in the development, implementation and monitoring of the strategic planning process.
- Maintains clear communication within the program. (e.g. periodically throughout the day checking and responding to email, voice mail, fax and written communication, etc).
- This position description is intended to be sufficient merely to identify the class and be illustrative of the kinds of duties that may be assigned to positions allocated to the class, and should not be interpreted to describe all the duties which may be required of employees holding a position assigned to this class.
- Will work in an environment with children and adults with developmental disabilities and behavioral difficulties. Will be aware of potential for exposure to infectious disease and be expected to promote appropriate preventative approaches to...
maintain appropriate protocols.

- Complies with guidelines established by the Ohio Department of Developmental Disabilities (DODD) and the Ashtabula County Board of DD (ACBDD) policies and procedures regarding reporting of alleged abuse and/or neglect and other incidents as outlined in 5123:1-17-02: Addressing major unusual incidents and unusual incidents to ensure health, welfare and continuous quality improvement.
- Will be required to conduct all Board business in a courteous, respectful, and professional manner.
- Performs other related duties as determined by the Superintendent.

### MINIMUM ACCEPTABLE CHARACTERISTICS

- Bachelor’s Degree from an accredited college/university in education, social work, social services or related field.
- DODD Management 2 Certification
- DODD Service and Support Administration Certification.
- One (1) to three (3) years supervisory experience preferred.
- At least five (5) years experience working with individuals with developmental or other disabilities.
- Knowledge of residential services.
- Knowledge of Medicaid services
- Valid Driver’s License with good driving record.
- Current and valid CPR/First Aid certification.
- Knowledge of programs, services and supports offered by the Ashtabula County Board of DD and other local agencies.
- Read/comprehend, write, perform calculations, communicate orally, reason and analyze.
- Working knowledge of rules of Ohio Department of DD required
- Ability to write legibly, use general office equipment. Proficient computer skills.
- Ability to adjust work schedule as necessary.
- Possess strong organizational skills.
- Possess strong networking skills.
- Ability to work with a wide range of people.
- Ability to effectively coordinate employee efforts.
- Ability to sit, stand, reach, and bend
- Ability to perform non-violent physical crisis interventions
- Ability to lift 25 pounds

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**Signature of Employee and Date:**

I have read and understand this position description and to the best of my knowledge I believe I can perform these duties.

**Signature of Agency Representative and Date:**