DATE POSTED: August 16, 2024

ANTICIPATED START DATE: As soon as available

NOTICE OF POSITION OPENING

POSITION: SERVICE AND SUPPORT ADMINISTRATION MANAGER

LOCATION: Ashtabula County Board of DD
2505 South Ridge Road East
Kingsville, Ohio

DUTIES & RESPONSIBILITIES: 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 from an accredited college/university in education, social work, social services, or a related field. Valid driver’s license with a good driving record and reliable transportation. All applicants recommended for hire must complete a medical evaluation and a drug screen prior to employment.

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

SALARY: $56,576.45/year (Commensurate with education and experience)

APPLICATION PROCEDURE: Obtain an application online at www.ashtabuladd.org and return to the Board Office at:

Ashtabula County Board of DD
2505 South Ridge Road East
Ashtabula, Ohio 44004
Or email: jade.artman@ashtabuladd.org

APPLICATION DEADLINE: August 30, 2024 or until filled
TITLE OF POSITION
Service & Support Administration Manager

UNIT OR OFFICE
ADMINISTRATION

COUNTY OF EMPLOYMENT
ASHTABULA

TITLE OF IMMEDIATE SUPERVISOR
Director of Service & Support Administration

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

- Provide supervision and direction to the departmental staff assigned.
- Work with SSAs in resolving daily issues and challenges, providing support in all areas of assigned SSA duties.
- Review and authorize Individual Service Plans and outcomes, Special Team Meetings, Targeted Case management progress notes, and any other necessary and relevant paperwork for all individuals assigned to the Service and Support Administrator (SSAs).
- Attend observational visits, meetings, or other connections and provide feedback at least on a quarterly basis.
- Monitor and approve leave and timesheets for SSA staff; approve mileage reimbursement and purchase order requests, provide calendar support, facilitate and coordinate schedules to ensure necessary coverage.
- Complete annual performance or employment development reviews for SSA Staff.
- Conduct SSA onboarding and orientation, develop SSA personal development plans, ensure compliance with SSA certification requirements.
- Facilitate connection and ensure the needs of people supported by ACBDD are met.
- Minimum of monthly one-on-one SSA Supervision includes but is not limited to review of TCM billing to ensure standards are met, Brittco applications support, data tracking, caseload analysis and review, and discussion of professional and personal issues or concerns.
- Meet regularly with the SSA Director to review the following: assess trends, patterns, and needs; analyze critical issues and conflicts, review, oversee and suggest SSA policy and process improvement recommendations.
- Communicate and collaborate with the SSA Director to regularly develop, monitor, and review SSA processes and provide the necessary training.
- Consult and communicate with the SSA Director regarding personnel issues, concerns, or needs.
- Maintain accurate and current case notes as well as other required documentation.
- Attend SSA Department meetings and be prepared to co-facilitate and/or lead these meetings.
- Provide backup supervision and direction to department staff in the absence of the Director.
- Provide input into the monthly SSA Board Report.
- Monitor the remote working environment and consider mobility improvements or suggestions.
- Assist in the development of policies and procedures within the department.
- Actively participate in the implementation of the ACBDD Strategic Plan that includes but is not limited to working with the SSA Director to focus on agency and department specific direction as led by the ACBDD strategic plan and overall support of the agency mission, vision, values, and continuous improvement approaches to improve satisfaction of series and supports.
- Assist in the completion of Accreditation self-review documents. Participate in accreditation on-site reviews and the development and completion of plans of correction for accreditation as assigned by the Director.
- Attend meetings and training sessions, including state and local meetings as assigned.
- Adhere to all ORC, OAC, and ACBDD policies and procedures.
- Maintain clear communication within the program. (e.g. periodically checking and responding to emails, and voicemail messages throughout the day.
- Demonstrate regular and predictable attendance.
- Perform other duties and responsibilities as assigned by Director/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 of supervisory experience preferred.
- At least five (5) years of experience working with individuals with developmental or other disabilities.
- Knowledge of residential services.
- Knowledge of Medicaid services
- Valid Driver’s License with a 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 the rules of the Ohio Department of DD required
- Ability to write legibly, and 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:**