

601 Senior Drive, New Lexington, Ohio 43764
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TITLE: SERVICE AND SUPPORT ADMINISTRATION DIRECTOR

DEPARTMENT: Service and Support Administration	POSITIONS SUPERVISED: SSA Supervisor, SSA Specialist, SSAs, SSA Assistant
LOCATION: 601 Senior Center Drive, New Lexington	SALARY RANGE: Commensurate with education and experience
SUPERVISOR: Superintendent	FLSA STATUS: Salaried, Contract position, Exempt Management Employee
NORMAL WORKING HOURS: Full-time position, routinely 8 hours per day, may be required to work evenings and/or weekends, schedule may be flexible and variable	CLASSIFICATION: Unclassified, contract, management position
PROBATIONARY PERIOD: A probationary period does not apply to this position. Terms of employment are outlined in the management contract.	SAFETY SENSITIVE: No

SUMMARY OF POSITION

The Service and Support Administration Director (SSAD) is a directional position within the Perry County Board of Developmental Disabilities (PCBDD), meaning its primary role is to move the department and organization forward according to the Board’s strategic plan. Under general guidance and direction of the Superintendent, the SSAD oversees all the activities and functions of the Service and Support Administration (SSA) Department to ensure they align with the PCBDD mission, vision, and values. The SSAD participates in agency-wide strategic planning activities and is responsible for providing program leadership, administrative leadership and supervision of personnel in the SSA Department. The SSAD also advises the Superintendent and the Board on matters and issues related to the SSA Department.

The SSAD has considerable latitude for making operational decisions and referring appropriate decisions and recommendations to the Superintendent. The SSAD performs high-level planning and organization, specializing in a wide scope of work coordinating and representing the agency in several aspects related to SSA services.

QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required. Successful candidates must meet these requirements; reasonable accommodations may be made to enable people with disabilities to perform the essential functions.

- Bachelor’s degree in education, psychology, social work, public administration, or related field; eligible for Service and Support Administration certification per Ohio Administrative Code (OAC) rule
- 4 years of full-time, supervised, paid work experience in programs or services for people with developmental disabilities
- Demonstrated leadership with a minimum of 5 years’ supervisory experience.
- Proficient knowledge of Microsoft Office 365 applications and other technology.
- General understanding of available funding and fiscal accountability.

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- Positive experience effectively collaborating with community resources and governmental agencies.
 - Valid driver's license with acceptable driving abstract to meet criteria for insurability; driving is an essential function of the position.
 - Maintain confidentiality, handle sensitive data, and comply with all applicable laws and Board policy regarding confidential information.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- PCBDD services and the statutory authority vested in the Board; Ohio Revised Code, Ohio Administrative Code, and Ohio Department of Developmental Disabilities (DODD) rules and regulations as they apply to supporting people in their communities
- Medicaid services applicable to the DD field
- Local human service systems and other available community resources
- Applicable local, state, and federal laws, rules, policies, and guidelines pertaining to people with disabilities, specifically related to service and support administration
- Person-centered philosophy and principles.

Skills in:

- Excellent verbal, written and interpersonal communication, including documentation, training, public speaking, and sensitive situations.
- Use of multiple information systems
- Excellent organization and time management.
- Robust leadership approach with demonstrated successful outcomes.
- Sharp capacity for systems thinking and effective and engaging communication.

Abilities to:

- Maintain confidentiality of records, information, and program matters.
- Comply with PCBDD services, policy, and procedures.
- Read, analyze, and interpret complex documents, professional journals, technical directions, and government regulations; write reports, business correspondence, contracts, and procedures.
- Work as a collaborative member of the PCBDD Senior Leadership Team (SLT).
- Establish and maintain a positive rapport with other organizations and department heads.
- Work a flexible schedule with the potential of work outside routine business hours; may include evenings and weekends.
- Tolerate a high level of stress and work under pressure of deadlines.
- Demonstrate emotional intelligence, flexibility, and adaptability regarding change and unpredictable environments.
- Effectively navigate web-based applications and various technology systems.
- Demonstrate sensitivity, respect and dignity for diverse beliefs, cultures, values, and family structures.
- Comply with the Bill of Rights for people with disabilities.

EXPECTATIONS & WORKING CONDITIONS

Notice – Working conditions may exist that are not as such as normally existing in the occupation of the public employee. These conditions may include exposure to blood borne pathogens, communicable disease, potentially infectious material, and/or aggressive behavior.

Work Environment – 65% in office, 35% travel and remote work commitments. Regular and frequent travel necessary to support working remotely. Routine travel is necessary requiring up to 1-2 hours in the course of the workday being spent traveling in a motor vehicle. May be required to travel out of county. Responsibilities and expectations are performed in a fast-paced, high functioning, and emotionally demanding work environment. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions.

Time Management / Work Pace – Evaluate and prioritize tasks to maximize the efficiency. Impose self-discipline to prevent wasted time in non-productive activities. Work Pace is directed and designated by worksite, caseload, or department needs requiring the ability to be self-motivated to plan and organize time and adhere to mandated timelines. May need to exercise flexibility to accommodate varying schedules within the SSA Department. Regular, predictable, and punctual attendance is an essential function of the position.

Physical Demands – May require sitting for periods of time, alternating between standing and walking. Significant time may be spent in front of a computer screen. May carry laptop, presentation materials, and other necessary supplies not to exceed 50 lbs.; physical labor may be required. May perform public presentations (standing for potentially long periods of time). Vocal communication is required. Visual acuity is required for preparing and analyzing written work or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions.

Problem Solving / Decision Making – Work with a proactive approach staying aware of all issues and taking appropriate actions to minimize and prevent potential issues from developing into problems. Utilize a combination of the PCBDD mission, vision, values, strategic plan, and applicable rules, regulations, and policies as a foundation for decision making.

Communication – Promote a welcoming and eager-to-serve atmosphere. Maintain open and respectful communication exercising professionalism as a representative of PCBDD in all external and internal communications, both written, oral, and in-person. Employ conscientious listening skills to truly understand the needs and wants of people, families, staff, providers, and the community.

Teamwork – Work collectively with all members of the team as a cohesive unit. Take initiative to lead while supporting and utilizing the individual strengths of each member. Provide and accept constructive criticism in a respectful manner. Work to promote the PCBDD strategy and mission always.

ESSENTIAL DUTIES & RESPONSIBILITIES

50% PROGRAM LEADERSHIP

Vision and Oversight

- Cast a vision and strategic direction for the development and growth of the SSA Department.
- Provide leadership to plan, develop, communicate, implement, and oversee programs and supports that are designed to support people in their communities. These include, but are not limited to, eligibility determination, development of the Ohio Individual Service Plan (OISP), monitoring of services, Targeted Case Management (TCM) documentation, Pre-Admission Screening and Resident Review (PASRR), and crisis situations.
- Supervise the PASRR (Pre-Admission Screening and Resident Review) for people with disabilities desiring admittance into a nursing facility or applying for the PASSPORT Waiver.
- Oversee quality assurance, provider compliance activities, waiting list management, eligibility, and request for services. 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 necessary.
- Act as contact person/liaison for people eligible to reside in DODD operated developmental centers that are probated and/or admitted from Perry County.

Compliance

- Ensure person-centered supports adhere to and are consistent with PCBDD policies and procedures, established principles and practices, applicable state and federal laws, rules, and regulations.
- Provide oversight of applicable Medicaid services and documentation.

25% ADMINISTRATIVE LEADERSHIP

Advise the Superintendent

- Recommend direction on matters including but not limited to policy, procedure, finance, programs, and personnel to the Superintendent and the Board.
- Attend SSA Director meetings and provide positive representation on behalf of the PCBDD.
- Serve as a member of the PCBDD SLT.

Leadership Development

- Participate in training and activities to promote leadership growth at personal, departmental, and administrative levels.
- Empower department team members to pursue skills to enhance their leadership abilities.

Planning

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- Contribute to the development of plans and strategies which advance the PCBDD in fulfilling its mission, including but not limited to strategic planning, annual action planning, and the continual pursuit of quality through The Partnership for Excellence.

Committee Leadership and participation

- Lead and serve on internal and external committees as assigned to provide visionary leadership, thinking, and direction.

20% SUPERVISION OF PERSONNEL

Development of Staff

- Supervise and manage staff in fulfilling their daily responsibilities through routine accountability, including performance reviews, and the employee development process.
- Facilitate and schedule regular, recurring connections with staff to provide active support, promote open communication, cultivate potential, and foster an environment where people work and learn together.

Implement Policy and Procedure

- Adhere to, administer, and ensure accountability to applicable PCBDD policies and procedures.
- Work with the Administrative Supports Director to update and revise policies and procedures as necessary for compliance and efficiency of operations.

Budget Management

- Work with the Finance Department to remain informed of all fiscal matters related to service delivery.
- Collaborate with the Finance Director to develop and manage the SSA annual departmental budget.
- Manage SSA operations and authorize expenditures within SSA budget parameters.

Community Connections

- Ensure and maintain positive relationships with other employees, program participants, parents/guardians, providers, state and local community service agencies, and community members.
- Support the development and maintenance of a strong network of community contacts to convey or obtain information, promote understanding and acceptance within the community, and secure support for the mission of the PCBDD.

5% MISCELLANEOUS

Assume other duties as assigned, including but not limited to meeting attendance, professional growth activities, and PCBDD participation and/or representation at various community events.

DECLARATION

As an employee of the Perry County Board of Developmental Disabilities, the job incumbent shall acknowledge, understand, and comply with all PCBDD policies at all times, and shall demonstrate respect for, support dignity of, and observe the rights of all people served by the agency.

I have read these position description qualifications/requirements for this position and to the best of my knowledge, I believe I can perform these duties.

Signature

Date