



***The Mission of the Defiance County Board of Developmental Disabilities (DCBDD) is to enrich the lives and meet the needs of individuals with developmental disabilities and their community throughout their lifetime.***

**Job Title:** Service and Support Administrator

**Work Location:** 195 Island Park Ave., Defiance, OH 43512

**Department:** Service and Support Administration

**Reports To:** Director of Community Services

Full-time  
 Part-time

**Hours: Monday – Friday**  
**8AM – 4PM**

Exempt  
 Nonexempt

Hourly  
 Salary

**Overview:**

**Essential Duties and Responsibilities:**

- Determine eligibility of persons requesting services from the county board, as necessary.
- Serve as the primary point of coordination for any individual receiving service and support administration.
- Coordinate an assessment of the individual's needs for services and supports.
- Develop, review, and revise the individual's Individualized Service Plan (ISP), assuring conformance with self-determination and person-centered thinking, at least every twelve months and as necessary.
- Establish and monitor the individual's budget for services.
- Provide ongoing individual service plan coordination to ensure services and supports are provided in accordance with the ISP to the benefit and satisfaction of the individual.
- Facilitate effective communication and coordination among the individual and members of the team
- When requested, assist the individual in choosing providers.
- Provide emergency intervention when needed, and participate in the on-call system rotation.
- Maintain records and documentation required per county board, Ohio Department of DD, and/or Ohio Department of Job & Family Services.
- Work in cooperation with staff from NOWAC regarding quality assurance reviews and major unusual incident investigations.
- Perform targeted case management billing.
- Complete and submit PAS/RR assessments as necessary.
- Participate in accreditation on-site reviews and the implementation of plans of correction for accreditation, as appropriate.
- Shall follow all policies, procedures, and standards adopted by the Defiance County Board of DD.
- Shall attend training as necessary to remain current on rules, requirements, and state of the art thinking.
- Shall perform other related duties as required by the Director of Community Services or Superintendent.

**Education and/or Work Experience Requirements:**

- High School diploma required.
- Shall possess, or be able to possess, Service and Support Administration Certification from the Ohio Department of Developmental Disabilities and maintain such during employment as an SSA.
- Preferred Bachelor's Degree from an accredited college or university.
- Shall possess computer skills sufficient to perform word processing tasks and effectively use the Ohio Department of DD IDS/CRM system, and other systems as necessary, for record keeping and TCM billing.
- Working knowledge of Microsoft Word, Excel, Publisher, PowerPoint, and Gmail is required.

- Possess competency in the operation of basic office equipment, including fax machine, copiers, computers, printers, and other office equipment.

**Minimum Qualifications and Physical Requirements:**

- Must be able to lift, carry and move office supplies, materials, and equipment required for day-to-day operations.
- If required by the position you must maintain a current driver's license in your residing state for the purpose of transporting individuals who are receiving services and/or operation of a Board owned vehicle.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
- Successfully pass a physical examination and drug test after job offer.
- Must be able to lift and carry up to 50 lbs.
- Must be able to talk, listen and speak clearly on telephone.
- Bureau of Criminal Identification and Investigation (BCII), Federal Bureau of Investigation (FBI), and abuser registry clearances. Ability to access worksite(s) required.

**Work Conditions**

- Professional office environment is provided. Travel within the county is expected.
- May be exposed to individuals who exhibit aggressive behaviors.
- May be exposed to infectious/contagious disease as part of employment setting.
- Ensures and maintains harmonious and effective relationship with other employees, consumers, parents/guardians, local school districts and state and local community service agencies.
- Knowledge and utilization of universal precautions to prevent the spread of infectious/contagious diseases.
- Maintains confidentiality and follows appropriate chain of command.
- Adheres to all local, state, and federal laws, and County Board of Developmental Disabilities policies and procedures.

**Employee Understanding and Agreement**

I understand and will perform the duties and requirements specified in this job description.

**Print Employee Name:**

**Employee Signature:**

**Date:**

Date Originated: 7/21/2005

Revised: 1/25/2023