Ashtabula County Board of Developmental Disabilities

Enriching, empowering, and connecting people with their community

DATE POSTED: November 5, 2026

START DATE: As soon as available

POSITION: Service Support Administrator (Case Manager / Caseworker)

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

DUTIES & RESPONSIBILITIES:
Service and Support Administrators (SSAs), also known as Case Managers or Caseworkers, play a key role in helping people with developmental disabilities connect to the services and supports they need to live meaningful lives and achieve their goals. SSAs coordinate care across multiple agencies and work in partnership with people served, their families, guardians, and natural support networks to ensure each person's unique needs are met. All services are guided by person-centered planning with a focus on empowering people to build connections, make choices, and be active members of their communities.

MINIMUM QUALIFICATIONS:
A bachelor's degree from an accredited college or university is required. Must obtain SSA Certification as required by the Ohio Department of DD. Must possess a valid driver's license with a good driving record and have reliable transportation. All applicants recommended for hire must successfully complete a medical evaluation and drug screen prior to employment.

REQUIREMENT FOR SAFETY-SENSITIVE POSITION:
A criminal background check is required.

SALARY:
$23.05 - $28.81per hour (commensurate with education and experience)

APPLICATION PROCEDURE:
Obtain an application online at www.ashtabuladd.org and return it to:

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

APPLICATION DEADLINE:
Applications will be accepted until the position is filled.

TITLE OF POSITION	Service Support Administrator
UNIT OR OFFICE	Service and Support Administration (SSA)
COUNTY OF EMPLOYMENT	ASHTABULA
TITLE OF IMMEDIATE SUPERVISOR	Director of Service and Support Administration
NORMAL WORKING HOURS	8:00 A.M. – 4:00 P.M. Monday – Friday (Hours may vary)
PURPOSE OF POSITION	To function as the primary coordinator for eligible people by guiding the person-centered planning process, linking them to appropriate services and supports, monitoring their ongoing needs, and promoting their health, safety, inclusion, and meaningful community engagement.

JOB DESCRIPTION

The Service and Support Administrator (SSA), in accordance with rule 5126.15 Ohio Revised Code (ORC), shall:

PRIMARY POINT OF COORDINATION:

- Determine the person's eligibility for county board services as assigned.
- Coordinate assessment of the person initially and at least annually thereafter.
- Utilize person-centered planning, develop, review, and revise the Individual Service Plan (ISP) at least annually.
- Establish recommendations for and obtain approval of the budget for services based on assessed needs.
- Through objective facilitation, assist the person served in choosing providers.
- Secure commitments from providers to support the person served in the achievement of desired outcomes.
- Ensure ISP provider training.
- Ensure availability of natural supports as indicated in the person's ISP.
- Facilitate effective communication and coordination among the person served and members of the team.
- Provide ongoing ISP coordination.
- Explain and thoroughly understand Medicaid services.
- Provide a continuous review process to monitor the ISP services based on the needs of the person served.
- Retain responsibility for all decision-making regarding service and support administration functions and the communication of any such decisions to the person served.

PREVENTION PLANS:

- Coordinate the development and ensure implementation of preventive measures (prevention plan) to address causes and contributing factors to any incident (UI/MUI) and to prevent reoccurrence.

EMERGENCY RESPONSE SYSTEM:

- Participate in the emergency on-call response system as assigned.
- Respond accordingly to identify the problem and alleviate the emergency.
- Notify Investigative Agent in accordance with board procedures.
- Accurately document in accordance with board procedures.

UI/MUI REPORTING:

- Comply 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 5123-17-02: Addressing major unusual incidents and unusual incidents to ensure health, welfare, and continuous quality improvement.

RECORDS:

- Maintain accurate paper and/or electronic records of the person receiving SSA services.
- Comply with all confidentiality requirements.
- Maintains clear communication within the program (e.g., periodically throughout the day checking and responding to emails, voicemails, fax, and written communication, etc.)

This description outlines the general duties of the position, but is not all-inclusive. The role involves working with children and adults with developmental, mental, or behavioral needs and requires awareness of potential exposure to infectious diseases and adherence to appropriate safety protocols.

MINIMUM ACCEPTABLE CHARACTERISTICS

- Associate's degree in human services, nursing, social services, or related field.
- Three years of experience serving persons with DD or casework, including service plan development and implementation.
- Appropriate certification in accordance with rule 5123-5-02 Ohio Administrative Code (OAC).
- Must have good basic math skills and budgeting skills. Must be proactive, ensuring the financial viability of the person served and the County Board.
- Must be able to articulate the measurable goals within the ISP and the desirable, achievable outcomes.
- Must be skilled in group facilitation and/or mediation, conflict resolution, crisis intervention, and working through complex problems and situations.
- Must have the ability to interact effectively in all multi-disciplinary settings and must demonstrate the ability to build positive relationships with the person served, providers, parents, and guardians.
- Has knowledge of behavior support, emergency intervention, trends and patterns of Unusual Incidents and Major Unusual Incidents, and implementation of prevention and/or risk management plans.
- Proficient computer skills.
- Will be required to conduct all Board business in a courteous, respectful, and professional manner.
- Must be able to document all interactions and reviews in an objective, professional manner.
- Must have a valid Ohio Driver's License and reliable transportation.
- The employee may be exposed to adverse weather conditions while driving. May be exposed to blood-borne pathogens, communicable diseases, and potentially infectious materials and/or aggressive behavior.

PHYSICAL CAPACITY

- Ability to sit, stand, reach, and bend
- Ability to perform non-violent physical crisis interventions
- Ability to lift 25 pounds

Signature of Employee and Date:	**Signature of Agency Representative and Date:**
I have read and understand this position description, and to the best of my knowledge, I believe I can perform these duties.	