

Job Description

Job Title:	Clinical Records Evaluator/Accommodation Lead
Department:	AccessAbility Services
Reports To:	Manager, Student Accommodations
Jobs Reporting:	None
Salary Grade:	9
Effective Date:	November 2020

Primary Purpose

The Clinical Records Evaluator/Accommodation Lead is responsible for the initial vetting, verifying, reviewing, and assessing of medical documentation and psycho-educational assessments from registered health professionals to determine students' eligibility for academic accommodations with AccessAbility Service. The incumbent will ensure compliance with Ministry requirements, provincial law and industry standards by using clinical judgement to design an initial individualized accommodation plan that ensures the University of Waterloo is fulfilling its legal duty to accommodate.

As Accommodation Lead, the incumbent is responsible for providing professional expertise and leadership in the area of academic accommodation planning to the Accommodation Consultants and is responsible for managing challenging and/or complex cases. The incumbent works closely with faculty to ensure academic accommodations are implemented, and to ensure accommodations uphold academic integrity and the essential requirements of a specific courses and/or program. Collaboration with other campus partners, including faculty, Academic Advisors, Career Advisors, Counselling Services, Health Services, Student Success Office and the Writing Centre is critical to providing holistic support to students.

Key Accountabilities

Medical/Clinical Documentation Review

- Conducts the initial review of medical/habilitative documentation and test results from registered health professionals to determine students' eligibility for academic accommodations with AccessAbility Services.
- Review medical/habilitative documentation and test results to develop the initial academic accommodation plan as well as determine eligibility for funding opportunities and other exemptions.
- Seek clarification from registered health professionals and other members of the circle of care as appropriate to ensure accuracy of information and accountability and academic integrity.
- Make recommendations to registered health professionals regarding the need for additional supportive interventions and extended evaluations.
- Extract information from medical documentation to provide a clinical assessment and recommendations that supports the development of a students' academic accommodation plan.
- Provide leadership in interpretation and application of assessments and documentation to cross-campus units.
- Ensure the ongoing eligibility of students for accommodations and/or exemptions and appropriate documentation requirement as per legislation and university requirements.

Accommodation Lead/Clinical Expertise

- Provide professional expertise and leadership in the area of academic accommodation planning to the Accommodation Consultants
- Provide clinical direction to the Accommodation Consultants on ways to manage challenging and/or complex cases, and in some instances, assume responsibility for the case.
- Work closely with other units as appropriate (e.g., faculties, Health Services, Counselling Services) to provide holistic support to students in crisis.
- Set consistent and professional standards including guidelines for documentation, leadership in interpretation and application of assessments and medical documentation, advising practice, processes and accommodation planning with students.

Facilitate Academic Accommodations

- Liaising between students, faculty, academic advisors/coordinators, and other campus partners regarding the provision of accommodations and student support.
- Liaising with AccessAbility Services Adaptive Technologist and Learning Strategist to ensure students' learning needs are supported.
- Generate accommodation summaries for students upon request for use with petitions, appeals, or ongoing education.
- Liaise with other post-secondary institutions regarding accommodation history and or future needs.
- Using clinical judgement to consider (and mitigate) the implications of other variables on the accommodation process including whether the student is an international students, graduate students, cooperative education students, and so forth.
- Working with students registered with AccessAbility Services to design and implement appropriate academic accommodation plans on a temporary or ongoing basis

Ongoing Consulting on Complex Disability-related Issues/Needs

- Consulting with students and advising around complex issues related to specific disabilities.
- Working closely with other units (e.g., faculties, Health Services, Counselling Services) to provide holistic care and support for students in crisis or requiring additional support.
- Using clinical judgement to refer student to on and off campus support services, including referrals for psycho-educational assessments, counselling, and academic support.
- Consulting with students seeking to appeal (petitions) and/or defer exams on the basis of disability. Using clinical judgement to make recommendations to instructors/department regarding these issues.
- Working with students to develop the skills necessary to self-advocate and access campus/community resources that can support their academic success

Handling Sensitive Materials

- Organize and direct the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents).
- Ensure access to secure documents are controlled appropriately.
- Ensure data accuracy and document integrity.
- Appropriately use and maintain confidential health and education records in accordance with University policy and relevant Privacy legislation.
- Effectively use systems and technology to accurately and efficiently manage student medical information.

Collaborating with Partners and Key Stakeholders

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- Consult with academic units and support service units to understand their documentation-review needs and to determine a documentation review process that is streamlined and efficient.
- Consult with students to facilitate their application or submission for exemption, accommodation, etc.
- Consult with academic units and support service units (e.g., faculties, Health Services, Counselling Services) related to individual student accommodations or applications, and to offer guidance and advice regarding student specific issues as they arise.
- Communicate and collaborate with various cross-campus partners to review processes regularly and ensure quality.
- Develop and leverage positive relationships with appropriate on and off campus stakeholders.
- Provide proactive, professional and effective communications strategies with students registered with the office as well as the general student body, parents, instructors and other key stakeholders as appropriate.
- Utilize proactive, professional and effective communications strategies with students registered with the office as well as the general student body, parents, instructors and other key stakeholders as appropriate

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Graduate degree in either Rehabilitative Health Sciences, Nursing, Social Work or related field.
- Individual must be registered with a professional college/society recognized in Ontario.

Experience

- Experience reviewing medical documentation, psycho-educational assessments, and habilitative documentation and test results from registered health professionals to determine a support plan.
- Experience in a student-focused (secondary or post-secondary school context) environment.
- Experience providing accommodations, academic support, or services to persons with disabilities, preferably postsecondary students with disabilities.
- Experience and/or training in supporting persons in crisis and securing appropriate support, preferably in a postsecondary environment.

Knowledge/Skills/Abilities

- Working knowledge of the Registered Health Professionals Act (1991) and/or the Social Work and Social Service Work Act (1998) and control acts.
- Working knowledge of privacy regulations.
- Familiarity with the implications of specific disabilities at the post-secondary level.

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- An understanding of how the symptoms or functional limitations of a disability interferes with an individual's daily functioning.
- Proven ability to work independently and as a team member in a busy and inter-disciplinary environment.
- Excellent communication (oral and written) skills.
- Superior organizational, problem-solving and interpersonal skills required.
- Proven ability to provide solution-focused interventions.
- Negotiation and mediation skills is an asset.
- Basic knowledge of MS Word, Excel, and PowerPoint
- Familiarity using databases for case management.

Nature and Scope

- **Contacts:** Internally, this position interacts regularly with the other AccessAbility Services staff, many departments across campus (Registrars Office, Counselling Services, Health Services, Residence/housing, Centre for Teaching Excellence, Centre for extended Learning, etc.) and the six faculty units. Externally, this position may interact with external agencies and/or practitioners.
- **Level of Responsibility:** This position is responsible for the initial review of all medical/habilitative/psychological-educational documentation pertaining to a student's disability status and determining eligibility for academic accommodations on the grounds of disability. The incumbent is responsible for developing an initial accommodation plan that is passed on to the Accommodation Consultant to finalize with the student. The incumbent is responsible for determining eligibility for other exemptions or funding opportunities for students with disabilities and for records maintenance. The incumbent is responsible for providing direction to the Accommodation Consultants related to complex cases.
- **Decision-Making Authority:** The incumbent provides the initial decision-making regarding whether students qualify for academic accommodations on the grounds of disability as well as to determine the accommodations required to fulfill the University's legal duty to accommodate, while maintaining academic integrity. The incumbent also uses students' verbal reports, observations, and documentation review to modify accommodation plans. Overly complex cases are escalated to the Manager, Student Accommodations.
- **Physical and Sensory Demands:** This role in an office setting involves minimal physical demands and moderate sensory effort resulting in slight fatigue, strain, or risk of injury. Exposure to a fast-paced service-oriented environment.
Working Environment: Involves moderate physical or psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental conditions. This is due to the potential exposure to emotionally disturbing interactions with people who are upset, angry, abusive, aggressive, unstable or potentially posing harm to self or others. Some weekend and after-hours work is required during the peak examination periods.