

## Job Description

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<b>Job Title:</b>	Accommodation Consultant
<b>Department:</b>	AccessAbility Services
<b>Reports To:</b>	Manager, Student Accommodations
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 8
<b>Effective Date:</b>	August 2017

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### **Primary Purpose**

The Accommodation Consultant is accountable to the Manager, Student Accommodations for the development and implementation of individualized academic accommodation plans for students with disabilities registered with AccessAbility Services, based on individual assessments. The incumbent assesses medical documentation and psycho-educational assessments, and works closely with students registered with AccessAbility Services, to explore how the disability or disabling condition affects access to learning and the learning environment. The incumbent uses this information, in combination with Ministry requirements, provincial law, industry standards, and clinical judgement to design and facilitate an individualized accommodation plan that ensures the University of Waterloo is fulfilling its legal duty to accommodate. The Accommodation Consultant 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**

#### **Review medical reports, and consult with students and faculty, to develop individualized academic accommodation plans**

- Reviewing student medical documentation and psycho-educational reports to ensure they are complete, which may involve following up with the student, as well as following up with relevant health care professionals to obtain verbal orders
- Interviewing and observing students registered with AccessAbility Services to assess need
- Using clinical judgement, Ministry requirements, provincial legislation, and standards of practice to design appropriate and individualized academic accommodation plans on a temporary or ongoing basis
- Ongoing evaluation and assessment of students to determine any changes in condition and accommodations requirements
- Reviewing curriculum to assess the impact the disability may have in accessing education
- Using clinical judgement and Ministry guidelines to assess student eligibility for specialized funding that supports accommodation
- Consulting with faculty to ensure accommodations are appropriate for the course/program. If accommodation interferes with the essential requirements of a course/program, the Accommodation

Consultant will negotiate with instructors and students to determine an alternative accommodation that will ensure the needs of the students are met, while maintaining course/program integrity

- Suggesting modifications to faculty regarding curriculum, when deemed appropriate, in order to ensure material is accessible and that accommodations are upheld
- Abiding by all legislative and university policies relevant to accommodations planning (e.g., AODA, Ontario Human Rights) and privacy legislation (PHIPA)

### **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

### **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

### **Collaboration with Partners and Stakeholders**

- Collaborating with campus partners to provide seamless service provision, including Counselling Services, Health Services, Writing and Communications Centre, and Student Success office
- Collaborating with campus partners to ensure accommodations are appropriately facilitated, including plant operations, Waterloo Housing and Residences, and the Registrar's Office
- Liaising with auxiliary service providers offering support services (e.g., transcriptionists, interpreters)
- Working with Student Awards and Financial Aid office to facilitate applications to the Bursary for Students with Disabilities
- Providing potential applicants with information related to services and accommodations supported by the office
- 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

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- Handling Sensitive Materials
- 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
- Direct the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents) when needed

*\*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 Rehabilitation Sciences, Health Sciences, Education, Psychology, or related field is required
- Individual must be registered with a professional college/society recognized in Ontario

#### **Experience**

- 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
- 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
- Maintain a clear Police Vulnerable Sector Check

### **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,

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Residence/housing, Centre for Teaching Excellent, 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 evaluating the need for an academic accommodation on the grounds of disability, generating an appropriate accommodation plan, consulting with students and finding appropriate solutions, and records maintenance.
- **Decision-Making Authority:** Decision-making authority for all items outlined above. While the Clinical Documentation Specialist provides the initial decision-making regarding whether students qualify for academic accommodations from AccessAbility Services, the Accommodation Consultant determines whether the student qualifies for additional or alternative accommodations based on students' verbal reports, observations, and documentation review. 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.