

---

<b>Job Title:</b>	Accommodation Consultant
<b>Department:</b>	AccessAbility Services
<b>Reports To:</b>	Senior Manager, Student Accommodations
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 9
<b>Effective Date:</b>	June 2021

---

### **Primary Purpose**

The Accommodation Consultant is accountable to the Senior Accommodation Consultant for the clinical assessment, development and implementation of individualized academic accommodation plans for students with disabilities, conditions and/or trauma, registered with AccessAbility Services, based on individual assessments. The Accommodation Consultant is a Subject Matter Expert on Academic Accommodations as it relates to the University community, overseeing compliance and mitigating risk, with the University's responsibilities under the Ontario Human Rights Code (OHRC) and its regulations. The incumbent assesses medical documentation and psycho-educational assessments and conducts clinical interviews with students registered with AccessAbility Services, to explore how the disability or disabling condition affects access to learning and the learning environment. The incumbent applies 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**

#### **Developing individualized academic accommodation plans**

- Reviewing and assessing student medical documentation and psycho-educational reports to assist in the development of an accommodation plan for students with mental health disabilities, learning disabilities, medical disabilities, acquired brain injuries, ADHD and trauma.
- Using medical documentation, clinical judgement and decision making, Ministry requirements, provincial legislation, and standards of practice to design appropriate and individualized academic accommodation plans on a temporary or ongoing basis
- Conducting bio-psycho-social interviews with students to determine how their functional limitations influence an academic need for accommodation
- Counselling students on academic accommodations as it relates to their disability
- Screening (for suspected disabilities learning disabilities, mental health and ADHD) and making referrals to appropriate services
- Ongoing clinical assessments of students to determine any changes in condition and accommodations requirements (such as academic recovery planning) as well any identification of any internal/external supports
- Reviewing course delivery to assess the impact the disability may have in accessing education
- Using clinical judgement and Ministry guidelines to assess student eligibility and verify need for specialized funding that supports accommodation
- Provides consultations 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
- The consultant provides risk mitigation by ensuring accommodations are being implemented, as outlined in the OHRC
- Abiding by all legislative and university policies relevant to accommodations planning (e.g., AODA, Ontario Human Rights) and privacy legislation (PHIPA)

#### **Facilitate academic accommodations**

- Provide coordination between students, faculty, academic advisors/coordinators, and other campus partners regarding the provision of accommodations and student support
- Collaborate 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
- Consult 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 student, 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
- The Consultant is committed to best clinical practice regarding academic accommodations and disabilities and remains current with research, ethical considerations, and evidence-based practice.

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

- Providing recommendations and decisions to various campus partners regarding academic accommodations to directly ensure the University is meeting the duty to accommodate under the OHRC.
- 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
- Collaboration 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

#### **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 manage student medical information accurately and efficiently
- 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 Social Work, 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
- Experience working with individuals that have experienced complex mental health and trauma

#### **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
- Strong knowledge on trauma-informed practice
- 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

### **Nature and Scope**

- **Contacts:** Internally, this position interacts regularly with the other AccessAbility Services staff, many departments across campus (Registrar's Office, Counselling Services, Health Services, 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 role reports to the Senior Accommodation Consultant. This position is responsible and accountable for the complex execution and implementation of all disability-related accommodations for students at the University of Waterloo. The Consultant is the subject matter expert on all matters of disability accommodations. The Consultant has extensive knowledge related to the Ontario Human Rights Commission and its Regulations as it relates to accommodations in the academic environment. The incumbent uses understandable legal and institutional context when advising students and the University to ensure the most relevant guidance. The incumbent exercises discretionary authority to provide advice and solutions to issues and concerns raised by members of the University community, often with little lead time. The incumbent has a high degree of access to confidential materials, and as a result is responsible for the secure and confidential management of student medical documentation.
- **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 makes decisions concerning evidenced based practice and Ontario Human Rights Commission regulations to finalize the student's individualized accommodation plan based on students' verbal reports, observations, and documentation review. The Consultant performs her/his duties conscientiously and responsibility, adhering to the ethics of their profession as well as the duty to accommodate under the OHRC. Overly complex cases are escalated to the Senior Accommodation Consultant.
- **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:** The position is exposed to stress and pressure associated with administrative responsibilities in a clinical setting. It involves moderate psychological risk resulting from difficult and unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. Risk of exposure includes verbally and physically aggressive individuals; individuals dealing with a mental health crisis (including suicidal ideation and immediate risk of harm to self and others).

Located indoors in a comfortable, fast-paced office environment populated by clinical, administrative staff, as well as clients (University of Waterloo students, staff, faculty, and student family members). There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (e.g., phone calls, e-mails, urgent support requests, varying student volumes at different times of the year). Requires flexibility to occasionally shift working hours to include evenings or to accommodate required staffing levels.