

Job Description

Job Title:	Associate Director
Department:	AccessAbility Services
Reports To:	Director, Student Success Office
Jobs Reporting:	Operations Coordinator, Manager, Student Services, Manager, Student Accommodations
Salary Grade:	USG 13
Effective Date:	February 2019

Primary Purpose

The Associate Director, AccessAbility Services, is accountable to the Director, Student Success, for leading AccessAbility Services. This involves leading the development, management, rationalization and assessment of AccessAbility Services' programs and functions at the University of Waterloo. This position is responsible for ensuring that the operation of this unit meet and follow all critical elements within the accommodation planning process and adheres to relevant privacy legislations, human rights law, Ministry standards, accessibility legislation, and industry standards of practice. AccessAbility Services' programs and services focus on determining the need for academic accommodations and supports on the basis of disability, then developing and facilitating accommodation plans to support the University's legal duty to accommodate students with disabilities. Services include accommodation consulting, medical health record review and storage, the provision of adaptive technologies and learning strategies, sign language interpreters, specialized campus transportation, in-class note takers, an Exam Centre to facilitate exam accommodation and other disability-related support services.

A critical component of the incumbent's responsibilities is collaboration with academic and support units, including Associate Deans, Department Chairs, Registrar's Office, Graduate Studies and Postdoctoral Affairs, and Housing, to provide advice and guidance related to fulfilling the University's legal duty to accommodate students with disabilities. This involves identifying trends and legal risks, providing recommendations on ways to support accommodations, promoting an accessible living-learning environment, engaging in collective decision-making, and problem solving complex cases. The incumbent advises University committees on all disability-related student accommodation matters including University Policies and Procedures, petitions, and grievances. The meaningful participation and inclusion of students with temporary, permanent, and suspected disabilities into campus life is fundamental to the mandate of the University since it is the foundation for personal and academic success.

Key Accountabilities

Strategic Leadership and Oversight

- Provides leadership of the overall vision and strategy for AccessAbility Services. This involves designing, implementing and reviewing strategic plans for the department; establishing the mission, vision, and values for the department; and facilitating the alignment of these departmental 'statements of purpose' with those of the Institution, always in consideration of human rights law and Ministry standards.
- Provides overall management and administration of AccessAbility Services. This includes being accountable for fulfilling the University's legal duty to accommodate students with disabilities, as well as maintaining coordinated, integrated and high performing programs and services delivered within the unit. This entails program assessment, multi-disciplinary team management, and facilities management.
- Responsible for ensuring that the academic accommodations processes meet expectations of the Ministry of Advanced Education and Skills Development (MAEDS), Ontario Human Rights Commission, Inter-University Disability Issues Association (IDIA), Federal and Provincial Government, and University of Waterloo, and that services are of high quality and reflect well on the university.
- Applies leadership through the Supervisors for the operational integrity and ongoing evaluation of the clinical programs, procedures, and services of the department. These include evaluating and assessing medical health records; client screening through clinical assessments; client risk assessment and crisis management; accommodation consulting and facilitating; ethically/legally appropriate clinical documentation and reporting; and ensuring ongoing eligibility of students for services.
- Provides forward-thinking and tactical leadership by identifying trends for proactive rather than reactive responses to student needs and rights.
- Remains fully aware of trends within postsecondary education provincially, nationally and internationally and interpret how various external factors influence the University and AccessAbility Services.

Financial Management, Reporting, and Assessment

- Manage the unit's budget, which includes various sources of funding such as allocated per capita government grants, amounting to over \$1million. The Associate Director will remain current on the budget's status as well as all changes in funding resources or potential resources.
- Responsible for providing annual financial and programming reports to both internal and external stakeholders, including the MAESD and the Student Services Advisory Committee.
- Responsible for the timely and accurate collection, analysis and reporting of relevant information (internal and external) for funding, continuous improvement of services, and to assist with campus-wide decision-making related to supporting accommodations and inclusive living-learning environments.
- Collaborate with other areas on campus to track student retention, performance and satisfaction as it relates specifically to students registered with AccessAbility Services.
- Use data gathered from various assessment methods and program evaluation to determine the direction of the department.

Human Resource Management

- Overall responsibility for the AccessAbility Services unit (including recruiting, hiring, training, performance management, salary administration, promotions, reclassifications and disciplinary

issues), focusing on University-wide goals. Ensures resources are utilized optimally, through effective processes, task delegation, coordination and collaborative communication.

- Guides the Supervisors within AccessAbility Services in the effective management of their areas.
- The Associate Director must exercise skill in managing people and provide them with a productive and positive team-oriented work environment and career opportunities.

Collaboration/ Building Strategic Partnerships

- Collaborates with faculty, Associate Deans, Chairs, and program coordinators on complex cases related to students with disabilities or disabling conditions, which may include providing guidance and support related to: return to school planning, retroactive accommodations, accommodation disputes, and human rights complaints.
- Steps in to support the clinical team when needed to help rectify accommodation disputes between faculty, students and their families.
- Manages sensitive and complex cases that have escalated beyond the unit, which may include human rights complaints, faculty complaints, and/or staff complaints.
- Work closely and in concert with students, instructors, Associate Deans, and various staff within other student support units (i.e. Health Services, Counselling Services, Student Awards, Housing, etc.) to facilitate an inclusive and accessible campus community and student experience. Participate when appropriate, in the decision-making processes of the other areas within the Student Success Office, and across campus.
- Build strong positive relationships with appropriate and relevant external partners which include parents, the Ministry of Advanced Education and Skills Development, Inter-University Disability Issues Association (IDIA), and third-party service providers.
- Proactive and effective communications strategies with students and campus partners particularly related to issues that are sensitive or complex.
- Ensure strategies are in place to research and understand the continuously evolving needs of students and supports required. With this information, the Associate Director will develop highly effective and collaborative relationships within the student services portfolio as well as across campus to optimize service delivery to students. To do so, the incumbent will work to nurture a strong student-centered mindset within the unit and campus-wide in an effort to ensure services provided are of the highest quality and relevance.

Handling Sensitive Information

- Ensure overall access to personal health information (documents and systems) and confidential/sensitive material are appropriately controlled.
- Ensure appropriate use and storage of confidential health and education records in accordance with University policy and relevant privacy legislation.
- Ensure the effective use of systems and technology to accurately and efficiently manage student medical information, including data accuracy and document integrity within student database and case-notes.
- Direct the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents) when needed.

Education and Advocacy

- Advocate for a positive and capabilities-focused, dignified and stigma-free appreciation of all individuals with disabilities while promoting campus awareness through committees, information dissemination, education and training.
- Support students to access University policies and processes, when appropriate.
- Educate academic and support units across campus regarding the role of the office and the university's legal duty to accommodation through presentations and meetings when appropriate.

Job Description



**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

<p>Education</p> <ul style="list-style-type: none">• Master's or Doctoral degree in a relevant field is required• Certification or eligibility for certification by a regulated health profession within the province of Ontario (e.g., Clinical or School Psychology, Speech-Language Pathology, Occupational Therapy) is an asset.
<p>Experience</p> <ul style="list-style-type: none">• Progressive management experience• Demonstrated leadership in strategic and tactical thinking, innovating, weighing risks and applying sound judgement to decision making• Experience and ability to lead a multi-disciplinary and clinical team including registered health professionals is an asset• Experiencing managing a budget• Experience working with persons with disabilities• A background in developing and/or providing support services and programming to students with disabilities in a secondary or post-secondary school context is preferred• Experience working in a postsecondary institution or student-focused environment is preferred
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Excellent communication (oral and written) skills. Specifically, an ability to communicate clearly, effectively, and appropriately with various stakeholders in a variety of formats.• Experience and ability to negotiate and mediate between diverse stakeholders is required.• Superior organizational, problem-solving and interpersonal skills is required.• Proven ability to provide solution-focused interventions.• Proven ability to work independently and as a team member in a busy and inter-disciplinary environment.• Proven ability to multi-task and manage competing deadlines and priorities.• Experience and/or training in supporting individuals in crisis and securing appropriate support.• Awareness of various technical communication methods, web-related communication tools and operational/ strategic knowledge of information systems is preferred.• Experience working with databases and systems that supports the work of this unit is an asset.

Nature and Scope

- **Contacts:** The Manager will coordinate and collaborate with most support units across, particularly Counselling Services, Health Services, Student Success Office, Registrar's Office (Student Awards), Graduate Studies and Postdoctoral Affairs, Housing & Residences, Cooperative Education, and Centre for Extended Learning. Key campus partners also include the six Faculties, including instructors, program coordinators, department Chairs, and Associate Deans. The Manager will establish an expectation that all staff will work in a collaborative and coordinated way with students, staff and faculty. Moreover, the Manager will represent the University, and when appropriate, collaborate with local community, region and provincial organizations and other educational institutions.

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- **Level of Responsibility:** This position is responsible and accountable for the development and execution of all staff and student matters within the unit of AccessAbility Services. This position is also responsible for ensuring the office acts in accordance with provincial and federal laws and regulations related to accessibility and accommodation for persons with disabilities. Under legislative and legal requirements, the Manager must exercise due diligence. The position is responsible for provision of expert advice and compliance with Human Rights law and related privacy and legal frameworks related to students with disabilities.
 - **Decision-Making Authority:** This position has significant and ultimate decision-making authority for all accountabilities related to the unit. These types of decisions include: staff decisions, workload/priority management, effective process creating and implementing, and risk management. An inability to fulfil the University's legal duty to accommodate students with disabilities could result in disruption to a students' academic career as well as the potential for a human rights complaint.
 - **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 with the need to pay attention to details as well to manage competing work demands.
 - **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 peak periods.