

## Job Description



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<b>Job Title:</b>	Senior Manager, Student Accommodation Services
<b>Department:</b>	AccessAbility Services
<b>Reports To:</b>	Director, AccessAbility Services
<b>Jobs Reporting:</b>	Adaptive Educational Technologist, Learning Strategist, Exam Centre Manager
<b>Salary Grade:</b>	USG 10
<b>Effective Date:</b>	December 2023

### **Primary Purpose**

The Senior Manager, Student Accommodation Services reports to the Director, AccessAbility Services, and is part of the senior leadership team accountable for strategic leadership, effective management, successful implementation, and coordination of accommodation-based services offered by the department. These services contribute to defining and determining the University's duty to accommodate in accordance with Ontario Human Rights Code (the code) as well as enable the University to uphold the duty to accommodate students with disabilities through enabling students to access and participate in their education. The Senior Manager, Student Accommodation Services is responsible for providing oversight, supervision, and direction to the student accommodation-services team responsible for designing and implementing technology, alternate format and learning strategy accommodations; producing alternate format and insuring compliance with Canadian copyright laws and AODA requirements; facilitating classroom, exam, and academic milestone accommodations; providing skill development opportunities, orientation and transition support; and the delivery of peer support programs for students with permanent, temporary, and suspected disabilities. The incumbent is responsible for ensuring accommodation and service procedures provide a supportive experience for students with disabilities, ensuring effective student engagement strategies to deliver student-centric programming based on the unique needs throughout all stages of their education from pre-arrival through to graduate school. The incumbent is responsible for ensuring accommodation and service procedures are developed in accordance with Ministry requirements, human rights law, privacy standards, University policies and industry standards of practice.

### **Key Accountabilities**

#### **Provides strategic leadership and direction to the Student Accommodation Services team**

- Provide direction, strategies, management, structure and process for the assessment, planning, and provision of facilities, services, programs and initiatives in support of the delivery and facilitation of academic accommodations services to students with disabilities, disabling conditions and/or those impacted by trauma registered with AccessAbility Services.
- Contributes to a strategic and coordinated approach between the two main units within AccessAbility Services: the clinical accommodation team that designs and directs the accommodation plan, and the incumbent's student accommodation services team that contributes to developing individual student accommodation plans as well develops and delivers services that not only upholds but defines and determines the threshold of the University's legal duty to accommodate.
- Develops strategies and mechanisms for engaging students and guiding them through the service delivery system in an efficient, effective and supportive manner.

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- Functions as an “optimizer” with a focus on maximizing efficiencies without compromising quality and timely delivery of services to students.
- Ensures integration and coordination of any new programs and services with those currently offered by AAS and campus partners.
- Contributes to strategic development and delivery of processes and services that ensure professional, ethical, efficient, effective and student-centered approaches are provided to students registered with AccessAbility Services.
- Offers sound guidance and support to campus partners, including faculty, Chairs, and Associate Deans, related to accommodating students with disabilities related to accommodation services.

### **Provides Leadership and support for strategic planning, policy development, financial administration and resources allocation in conjunction with the senior leadership team.**

- Assists in the overall management of AccessAbility Services by participating in the decision-making process of the other units reporting to the Director, AccessAbility Services.
- Provides leadership and support for AccessAbility Services’ strategic planning, policy development, financial administration and resource allocation in conjunction with the senior leadership team.
- Establishes objectives and performance expectations in alignment with the overall objectives and direction of AccessAbility Services’ and strategically plans for continuous improvement.
- Provides the Director with timely and accurate information for the continuous improvement of services, and to assist with program evaluation and department decision-making related to supporting accommodations.
- Provides advice and input to the Director, AccessAbility Services regarding the overall expenditures and maintenance of the AAS budget.
- In the absence of the Director, AAS and other senior leadership, acts on their behalf to oversee and run the AAS team and provide direction with respect to project and team member responsibilities.

### **Strategic Consultation, Client Support and Collaboration with Key Partners**

- Develops and maintains productive relationships with faculty, staff, student government and other campus partners to enable the transferring of ideas, skills, and/or resources to support the mandate of accommodating students with disabilities, conditions, and/or trauma.
- Manages collaboration and partnerships with services and departments on campus with the goal of enhancing and streamlining student service offerings, including but not limited to the Student Success Office, the Registrar, Centre for Extended Learning, Centre for Teaching Excellence, the Library, Athletics, Campus Wellness, Print + Retail Solutions, etc.
- Engages campus partners in meaningful conversations about the actions that contribute to the success, retention and engagement of students with disabilities, mitigating risk in regard to the University’s Legal Duty to Accommodate as defined by Ontario Human Rights Code.
- Represents AAS at committees and meetings as required.
- Consults with academic units and support service units (e.g., faculties, Registrar, Centre for Extended Learning) to coordinate and implement individual student accommodations, and to offer guidance and advice regarding student specific issues as they arise.
- Establish and maintain a network with campus partners and external organizations (CACUSS, IDIA, etc.) to learn and share best practices related to research and initiatives to enhance services as appropriate.

### **Promotes Compliance with the Duty to Accommodate, as per the Ontario Human Rights Code**

- Provides risk mitigation through targeted advice, recommendations, and guidance to faculty members and relevant staff/administrators as it pertains to accommodating students with disabilities registered with AccessAbility Services, as defined by the Ontario Human Rights Commission and as per the Code.

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- Offers guidance and support to faculty members (and relevant staff/administrators) seeking to balance their duty to accommodate with academic integrity, helping them negotiate and modify accommodations as needed so that they accommodate to the point of undue hardship.
- Maintains up-to-date working knowledge of the Code and supporting regulations as it pertains to the University's duty to accommodate students with disabilities.
- Responsible for ensuring accommodation services adhere to human rights, copyright, and AODA requirements and provides strategic direction when one or more conflicts with another.

### **Maintains a strong understanding of current trends and best practices around the experiences of students with disabilities, conditions, and/or trauma in higher education.**

- Actively seeks to understand and responds to the unique needs of UWaterloo students with disabilities particularly in the areas of academic accommodation, student transition, student engagement, student retention and student development.
- As part of the senior leadership team, works to summarize and disseminate key research related to the impact of disability, conditions, and/or trauma on post-secondary education, the student experiences, factors that contribute to student success and university readiness, best practices at other institutions, developing and delivering intentional and engaging accommodation-based programs for students. Uses data to support faculty and staff training as appropriate that help provide a meaningful, relevant and engaging experience in support of the University duty to accommodate, and strategic goal of creating a vibrant student experience.
- Maintains working knowledge of disability legislation as it pertains to the fulfilment of the University's duty to accommodate as determined by the Ontario Human Rights Code and Ministry guidelines.
- Maintains an in-depth understanding of how the provision of accommodation supports and learning strategies influence the student's well-being and uphold human rights. Remains fully aware of trends in the delivery of disability supports and services within postsecondary education and keep abreast of new developments and technological changes as they relate to adaptive technologies and testing accommodations.
- Maintains up to date knowledge of technology as it relates to examination delivery, academic integrity, and accommodation planning. Subject matter expertise pertaining to Waterloo academic regulations, protocols and procedures relating to exams and accommodations.

### **Human Resource Management, Financial Resource, Reporting, and Assessment**

- Exceptional leadership and management of student accommodation services' staff including hiring, staff performance management, professional development, salary administration, priority setting, strategic planning and ensuring the effective delivery and assessment of services.
- Establishes team objectives and performance expectations in alignment with the overall objectives and direction of AccessAbility Services and strategically plans for continuous improvement.
- Ensures resources are utilized optimally, through effective processes, task delegation, coordination and collaborative communication.
- Guides the Supervisors within the Student Accommodation Services' Unit in the effective management of their areas.
- Exercises skill in managing people and providing them with a productive and positive team-oriented work environment.
- Responsible for providing financial and programming reports to the Director, AccessAbility Services.

### **Management of Programs and Services**

- Provides strategic leadership and direction for the design, coordination and implementation of comprehensive academic accommodation services and programs. These include, but are not limited to: a) AccessAbility Services Exam Centre (which facilitates student examinations in accordance

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with accommodation plans and university policy and procedures), b) adaptive technology assessments and training, c) learning strategy support and skill-building, d) workshops, online tools and other engagement initiatives, e) peer-mentoring programs, f) note-taking and classroom support services, and alternate format production services (for course materials)

- Ensures programs and services maintain quality and champions student-centric guiding principles.
- Ensures resources are utilized optimally, through effective processes, task delegation, coordination and collaborative communication.
- Facilities and equipment management for the Exam Center, Student Technology Lab, Classroom, and Alternate Production Room, ensuring the spaces are maintained, equipped with up-to-date technology, appropriately staffed, and governed by up-to-date policies and procedures.

### **Managing Sensitive Materials**

- Assists in developing protocols and procedures that ensures access to secure documents are controlled appropriately.
- Assists in developing protocols and procedures that ensures data accuracy and document integrity.
- Appropriately uses and maintains confidential health and education records in accordance with University policy and relevant Privacy legislation (PHIPA).
- Effectively uses systems and technology to accurately and efficiently manage student medical information.
- Directs the return of clinical records to the intended party in a secure manner (appropriate storage and movement confidential documents) when needed.
- Ensures data accuracy and document integrity.
- Understands and commits to maintaining appropriate standards of confidentiality and security of materials.
- Responsible for the overall efficient, cost-effective, and secure handling of final examination materials, including collection, storage, duplication, accurate assembly, distribution, and disposal of all examination packages.
- Maintains a current and accurate reflection of interactions with students through detailed case notes.

*\*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**

- Bachelor's degree in business administration, disability, leadership, education, or related discipline required
- Graduate degree in a related discipline – preferred

#### **Experience**

- 3-5 years' experience in a student experience/student affairs role required. (post-secondary preferred)
- 2+ years of experience leading, motivating, and managing/leading professional staff within a student service unit required
- Experience working with persons with a variety of disabilities, preferably adults with disabilities.
- Experience and/or training in supporting students in crisis and securing appropriate support.

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- Experience managing sensitive materials and processes in a time and security-conscious setting.
- Experience developing, delivering, and evaluating experience/student success strategies at post-secondary institutions strongly preferred.
- Program/project management experience is an asset.
- Proven ability to take initiative and be both creative and flexible.
- Demonstrated ability to work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders.
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with colleagues.
- Demonstrated ability to use and interpret data to make decisions, and communicate results effectively to various stakeholders.
- Demonstrated knowledge and understanding of priority populations primarily student with disabilities.

### **Knowledge/Skills/Abilities**

- Leverages a continuous improvement mindset with a demonstrated ability to work effectively with others, as both a team player and a team leader
- Demonstrated ability to think strategically and analytically.
- Demonstrated ability to make frequent, complex decisions and work well under pressure with multiple deadlines
- Exceptional communication skills (verbal and non-verbal, written)
- Demonstrated ability to take initiative
- Strong organizational skills with the ability to demonstrate creativity and flexibility when needed, particularly in the decision-making process,
- Demonstrated ability to execute sound judgment, professionalism, and diplomacy.
- Demonstrated ability to work independently without direction, as well as make determinations regarding outcomes of situation in absence of precedent or well-documented procedures.
- Must be able to interpret rules and regulations and apply them to complex situations.
- Demonstrated ability to work as a team member in a busy and inter-disciplinary environment.
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with internal and external colleagues.
- Demonstrated ability to work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders.
- Ability to remain objective in decision-making when presented with emotionally charged situations and when limited information is available.
- Working knowledge of MS Word, Excel, and PowerPoint

### **Nature and Scope**

- **Contacts:** Able to build collaborative working relationships across the university campus. Teamwork skills are crucial as is consensus building and strategic leadership. Internally, this position interacts regularly with cross-campus units including Registrar's office, Centre for Extended Learning, Centre for Teaching Excellence, the Library and the six faculty units including Associate Deans and Department Chairs. Externally, this position interacts with other University/Collage disability offices, and vendors. As part of the senior leadership team, this position works closely with all staff within the department.

- **Level of Responsibility:** This role reports to the Director of AccessAbility Services. The incumbent provides a high level of responsibility as an AAS strategist accountable for delivering related strategies and priorities as well as informing the direction of AAS initiatives that directly impact student engagement, retention and success. The incumbent demonstrates the ability to both define and meet the University's legal duty to accommodate. Expected to demonstrate collaborative leadership and expertise to bring innovative and high-quality approaches to AAS. Responsible for managing the day-to-day operations of the Student Accommodation Services team, setting priorities and managing internal and external expectations of this area. The Senior Manager, Student Accommodation Services is responsible for ongoing performance management and yearly performance appraisals. Responsible for ensuring the student accommodation plan is upheld and for investigating complaints and accusations regarding service delivery when it is not. 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:** The Senior Manager provides direct leadership and guidance to the Student Accommodations Services team in AccessAbility Services and has final decision-making authority for designing and implementing services identified in student accommodation plans. These decisions have significant impacts on the student's academic career, the reputation of AccessAbility Services' office and the broader university, as well as mitigating legal risk for the University by ensuring the duty to accommodate through the Ontario Human Right's Code is being facilitated. The incumbent frequently makes decisions in collaboration with other members of the senior leadership team about the strategic priorities relating to AAS and initiatives relating to enhancing the delivery of services to students with disabilities. They determine the optimum course of action to solve problems and to exert a positive influence on other stakeholders on behalf of AAS. Responsible for deciding when to involve the academic unit, police, or other stakeholders when a student's integrity or behavior is of concern. Expected to consult with the Director, AccessAbility Services for decision making outside of normal conditions.
- **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 higher than typical exposure to emotionally disturbing interactions with verbally and physically aggressive individuals, some dealing with a mental health crisis (including suicidal ideation and immediate risk of harm to self and others). This position requires evening and weekend work for special events and exams throughout the year. The Manager Student Services will be on-call after hours Monday to Friday until 10:00PM throughout the year to provide emergency support.