

Job Description

Job Title:	Manager, Student Accommodations
Department:	AccessAbility Services
Reports To:	Associate Director
Jobs Reporting:	Accommodation Consultant, Clinical Record Evaluator, Clinical Documentation Specialist/Accommodation Lead
Salary Grade:	USG 10
Effective Date:	January 2019

Primary Purpose

The Manager, Student Accommodations, is accountable for providing clinical oversight, supervision, and direction to the accommodation support team responsible for designing and implementing academic accommodations for students with permanent, temporary, and suspected disabilities. As a member of the senior leadership team, the Manager, Student Accommodations, reports to the Associate Director, AccessAbility Services, and provides strategic leadership and professional expertise in the area of accommodation planning for students registered with AccessAbility Services. 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. The incumbent is responsible for the strategic development and delivery of processes and services to ensure professional, ethical, efficient, effective and student-centered triage, intake and on-going accommodation support to students registered with AccessAbility Services. As the clinical lead for the office, the incumbent will offer sound guidance and support to campus partners, including faculty, Chairs, and Associate Deans, related to accommodating students with disabilities, particularly, managing complex cases, petitions, and other exemptions on the grounds of disability.

Key Accountabilities

Strategic Direction and Leadership

- Provides strategies, structure and processes for the provision of academic accommodations and supports to students registered with AccessAbility Services that responds to their continuously evolving needs.
- Plays a lead role in supporting and advocating for a holistic approach to student accommodations and support and works towards bridging the student support process across campus.
- Leads the development of accommodation and support procedures compliant with the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act, and other human right legislation. Ensures all services are carried out within the parameters of current ethical and legal standards.
- Collaborates with the senior leadership team to ensure AccessAbility Services is integrated and working effectively. Develops and maintains a coordinated and integrated approach within the office to service and support delivery and/or referral as appropriate.
- Provides leadership and support for AccessAbility Services' strategic planning, policy development, financial administration and resource allocation in conjunction with the senior leadership team.

Human Resource Management

Job Description



- Provides overall leadership and direction to the accommodation and support team ensuring appropriate support and resources are available.
- Responsible for the hiring, staff performance, salary administration, promotions, reclassifications and all other matters related to staff performance management for direct reports. Establishes objectives and performance expectations in alignment with the overall objectives and direction of AccessAbility Services and strategically plans for continuous improvement.
- Sharing expertise and coaching staff to enhance skills related to accommodation facilitation.
- Exercise skill in managing people and providing them with a productive and positive team-oriented work environment. Ensures resources are utilized optimally, through effective processes, task delegation, coordination and collaborative communication with the advisors.

Clinical guidance and support to campus partners

- Contributes expertise at case consults and other collaborative meetings that support students' holistic health and provides seamless service provision. This involves working closely with campus partners including Counselling Services, Health Services, Writing and Communications Centre, and Student Success office.
- Offers clinical guidance to campus partners to determine whether students with disabilities are eligible for funding opportunities, accommodations, and exemptions on the grounds of disability. This involves working collaboratively with campus partners, including the Registrar's Office, Graduate Studies and Postdoctoral Affairs, and Waterloo Housing and Residences.
- Offer clinical guidance to faculty, Chairs, and Associate Deans seeking to resolve complex cases involving students with disabilities, which may involve vetting documentation and offering advice on outcomes for student petitions, grievances, misconduct, and other complex matters.

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 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.

Relationship building

- Develops and maintains strong working relationships with partnering faculties, student services and student governments to facilitate the coordination and integration of strategies for success relating specifically to student accommodations and support services.
- Responsible for coordinating and maintaining effective communities of practice relating to student transition, student learning and development and overall student success.
- 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

- Master's or Doctorate degree in Rehabilitative Health Sciences, Education, Psychology or Social Work.
- 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.
- 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 in a postsecondary institution or student-focused environment is preferred

Knowledge/Skills/Abilities

- Advanced knowledge of privacy regulations.
- Advanced knowledge of the Registered Health Professionals Act (1991) and/or the Social Work and Social Service Work Act (1998) and control acts.
- An understanding of how the symptoms or functional limitations of a disability interferes with an individual's daily functioning. Familiarity with the implications of specific disabilities at the post-secondary level.
- 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:** 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 including Associate Deans and department Chairs. Externally, this position will 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:** This position has significant decision-making authority for accountabilities related to the accommodation consulting and support team. These types of decisions include: staff decisions, workload/priority management, effective process creating and implementing. The position is also responsible for designing and delivering of academic accommodations and support services, ensuring students are provided with appropriate accommodations that maintain academic integrity. Types of decisions include: determining eligibility for service, determining the necessity for retroactive accommodations, and making accommodation recommendations for student petition submissions. Overly complex or contentious issues will be escalated to the Associate Director, AccessAbility Services.
- **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 office-based position 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 hour work is required during peak times.