

Job Description

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| Job Title: | Workplace Accessibility Specialist |
| Department: | Human Resources |
| Reports To: | Director, Compensation & Employee Well-being |
| Jobs Reporting: | None |
| Salary Grade: | USG 11 |
| Effective Date: | September 2019 |

Primary Purpose

The Workplace Accessibility Specialist is responsible for leading the development, communication, and execution of the institution's Multi-year Accessibility Plan (MYAP) which aims to ensure ongoing compliance with the Accessibility for Ontarians with Disabilities Act (AODA) and related legislation as well as alignment with internal policies and the University's strategic plan as it relates to access to goods, services, facilities, employment, accommodation, technology and buildings for persons with disabilities within the University's community (including employees, students, and visitors).

Key Accountabilities

Remain Current and Conversant with Compliance Requirements, Trends, and Best Practices

- Maintain awareness of legislation, regulations, and standards related to accessibility and accommodations for persons with disabilities
- Maintain awareness of best practices and emerging issues related to accessibility and accommodations for persons with disabilities (including environmental, customer service and educational advances) and advances in accessibility services, technologies and resources
- Participate in professional development to aid in ongoing knowledge and skills acquisition

Utilize the Awareness of Compliance Requirements, Trends, and Best Practices

- Serve the University as subject matter expert in the AODA and the Ontario Human Rights Code (as it pertains to employment for persons with disabilities); support the effective and efficient resolution to individual concerns relating to the accessibility of the University or individual accommodations
- Complete and file AODA Compliance Reports in accordance with biennial submission requirements
- Lead the development, communication, and execution of the MYAP on a 5-year basis
 - Maintain an ongoing understanding of gaps identified between current and desired state
 - Collaborate with the campus community to validate gaps identified and explore options
 - Develop plans to address areas of concern to meet and/or exceed standards
 - Promote, lead and/or support, and track progress against projects/initiatives as defined in the MYAP
 - Promote the MYAP and its projects/initiatives on an ongoing basis to ensure achievement and the ongoing promotion of a culture of inclusion
 - Lead the development and communication of annual MYAP progress reports
- Develop processes and practices collaboratively and oversee their understanding and adoption across campus through effective communication and implementation strategies; work with the Secretariat to support the development and communication of policies and guidelines
- Act as the primary contact and University liaison with government (i.e. Accessibility Directorate of Ontario) regarding the University's implementation of legislation related to accessibility

Provides Expertise to, and Collects Insights from, the University Community

- Working member of the Associate Provost, Human Resources' Accessibility Committee (Secretary and Resource); monitor its effectiveness through time and make recommendations relative to the membership, terms of mandate, governance structure, meeting frequency and additional forums that may be required (e.g. Steering Committee, Advisory Committee, subcommittees/working groups)
- Effectively solicit feedback from employees and stakeholders to identify barriers for people with disabilities (e.g. proactively through focus groups), summarize the feedback to compile aggregate reports, and identify any common themes or trends
- In collaboration and partnership with appropriate stakeholders, develop and maintain a sustainable strategy to receive and respond to accessibility feedback, including process for actions taken for accessibility complaints or inquiries
- Build strategic relationships and foster collaboration, information, and partnerships between departments or groups to enhance awareness and/or promote accessibility for key transformational initiatives
- Serve as advisor to all departments to promote that accessibility is considered in the planning and implementation of new and existing services, changes to virtual/web environments in the and procurement of new equipment and resources

Enhance Campus Community's Understanding of Accessibility and Accommodations

- Manage the content and oversee the development of mandatory AODA training
 - Ensure the content of the mandatory AODA training is aligned with legislative requirements
 - Promote training across campus and participate in orientation and/or roundtable sessions
 - Monitor completion records and highlight results to department leaders
- Promote optional accessibility training through OHD's inclusivity series
- Develop and deliver accessibility and accommodation information sessions for various target audiences within the University including relations committees as required to support specific initiatives or general interest

Provide professional knowledge and consultation in the area of Human Rights and accommodations as it relates to persons with disabilities

- Support the University in identifying systemic, infrastructure changes and modifications required to meet its obligations in providing academic and employment accommodations for students and employees with disabilities, respectively
- Collaborate within Human Resources and Occupational Health to facilitate accommodation solutions to support employees with disabilities that restrict or limit their ability to fulfill their responsibilities
- Provide colleagues and/or departments with advice and support as required with the accommodation requirements for disabled employees, including:
 - Collaborate within Human Resources and Occupational Health to facilitate solutions to support employees with disabilities that restrict or limit their ability to fulfill their responsibilities, including periods of absence
 - Support managers and/or colleagues within Human Resources or Occupational Health with the consistent and equitable application of defining and implementing reasonable at work accommodation solutions
 - Assist the Disability Management team with the administration, vendor management, and communication of the University's sick leave and long term disability benefits
 - Review, analyze, and prepare aggregate reports on disability benefits experience to inform practices and initiatives to ensure alignment with the strategic plan of the University

Required Qualifications

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| Education <ul style="list-style-type: none">• University degree required, or equivalent education and experience. |
| Experience <ul style="list-style-type: none">• 3 or more years of progressive experience in relevant field e.g. Disability Management, Occupational Health or Accessibility |
| Knowledge/Skills/Abilities <ul style="list-style-type: none">• Demonstrated success in dealing with difficult issues and situations, as well as facilitating sensitive discussion and meetings• Strategic thinking and leadership skills• Strong organization and communication skills• An appreciation of the benefits of collaborative and highly consultative intra-and-inter-departmental functioning in an ever changing environment• Basic skills in Microsoft Office suite• SharePoint, Outlook, Parklane, Workday |

Nature and Scope

- **Contacts:** The incumbent must be a very good communicator and consultative in nature. Internally, the role interacts regularly with representatives from Human Resources, AccessAbility Office, Occupational Health, Safety Office, Library, Parking Services, Police Services, and Plant Operations. More occasional but important contacts are representatives from the three main employee groups CUPE, the Staff Association and the Faculty Association as well as the affiliated Universities. Externally, the role interacts with vendors, other community, university and college professionals with similar responsibilities. Networking with others in the industry will be important in the interest of remaining current with the challenges of a changing environment.
- **Level of Responsibility:** The position is responsible for the service delivery processes and efficiencies, data management related to operations and service delivery, the processes and procedures related to human resources management, and communication strategies associated with maximizing access to and utilization of the programs and services of the wellness units. The role is accountable to the Director, Total Compensation and provides specialist support for front line administrative staff and business partners.
- **Decision-Making Authority:** This position has some decision-making authority for all items outlined above subject to review and approval by the Director, Total Compensation.
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position operating within an office environment.
- **Working Environment:** The position is exposed to stress and pressure associated with senior administrative responsibilities. It involves moderate psychological risk and distress resulting from unavoidable exposure to uncomfortable environmental conditions generally associated with normal workplace interpersonal conflict and its resolution and the stresses of change management in a dynamic campus community environment.