

Job Description

Job Title:	Clinical Records Evaluator
Department:	AccessAbility Services
Reports To:	Manager, Student Accommodations
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	July 2018

Primary Purpose

The Clinical Record Evaluator is accountable to the Manager, Student Accommodations and is responsible for vetting, verifying, reviewing, and assessing medical/habilitative documentation from registered health professionals to determine students' eligibility for various cross-campus services, funding opportunities, exemptions, and accommodations on the grounds of disability, under the Ontario Human Rights Code. This includes ensuring a students' medical documentation application package is complete, which may involve follow up with the student and/or relevant health care professionals. The Clinical Record Evaluator will be responsible for interpreting diagnoses related to various disabilities and to provide written summaries and recommendations to various cross-campus partners for decision-making (e.g., recommendations related to petitions, housing accommodations, bursaries for students with disabilities, tuition discount, special awards, and other exemptions and accommodations). This position also consults with students with suspected disabilities to assess and determine eligibility for interim accommodations and exceptions on the grounds of disability, pending formal diagnosis from a registered health professional.

Key Accountabilities

Medical/Clinical Documentation Review

- Review medical/habilitative documentation and test results from registered health professionals to determine students' eligibility for various cross-campus services, funding opportunities, exemptions, and accommodations on the grounds of disability, under the Ontario Human Rights Code.
- Seek clarification from registered health professionals and other members of the circle of care as appropriate to ensure accuracy of information and accountability and academic integrity. Make recommendations to registered health professionals regarding the need for additional supportive interventions and extended evaluations.
- Extract information from medical documentation to provide a clinical assessment and recommendations that supports the decision-making of cross-campus units, including the Registrar's Office (tuition discount; bursary for students with disabilities), Graduate Studies and Postdoctoral Affairs (award for students on medical leave), Housing (disability-based accommodations), Athletics (temporary and suspected disabilities) and academic units (petitions; medical leave, reduced course load).
- Provide leadership in interpretation and application of assessments and documentation to cross-campus units to support decision making related to accommodating students on the grounds of disability.
- Ensure the ongoing eligibility of students for accommodations and/or exemptions and appropriate documentation requirement as per legislation and university requirements.

Consultation and Liaising with Key Partners

- Consult with academic units and support service units to understand their documentation-review needs and to determine a documentation review process that is streamlined and efficient.
- Create reports for cross-campus partners that provides direction on whether a student qualifies for exemptions or accommodations.
- Consult with students to facilitate their application or submission for exemption, accommodation, etc.
- Consult with academic units and support service units (e.g., faculties, Health Services, Counselling Services) related to individual student accommodations or applications, and to offer guidance and advice regarding student specific issues as they arise.
- Communicate and collaborate with various cross-campus partners to review processes regularly and ensure quality.
- Set consistent and professional standards including guidelines for documentation, leadership in interpretation and application of assessments and medical documentation, advising practice, processes and accommodation planning with students.
- Develop and leverage positive relationships with appropriate on and off campus stakeholders.
- Provide 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.

Student Consults to develop individualized academic accommodation plans

- Interviewing and observing students registered with AccessAbility Services to assess need, particularly for students with suspected disabilities. This involves evaluating diverse/conflicting pieces of information to determine whether the presenting information meets criteria to be considered a disability.
- Using clinical judgement, Ministry requirements, provincial legislation, and standards of practice to design appropriate and individualized academic accommodation plans on a temporary or ongoing basis.
- Consulting 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.

Handling Sensitive Materials

- Organize and direct the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents).
- 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 accurately and efficiently manage student medical information.

**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 either Rehabilitative Health Sciences, Nursing, Social Work or related field.
- Individual must be registered with a professional college recognized in Ontario.

Experience

- Experience in a student-focused (secondary or post-secondary school context) environment, with a background in providing assessment and accommodations services to students with special needs.
- Experience and/or training in dealing with students in crisis and securing appropriate support.
- Experience reviewing medical/habilitative documentation and test results from registered health professionals.

Knowledge/Skills/Abilities

- Working knowledge of the Registered Health Professionals Act (1991) and the Social Work and Social Service Work Act (1998) and control acts. Working knowledge of privacy regulations.
- Proven ability to work independently without direction, as well as make determinations regarding outcomes of situation in absence of president or well-documented procedures.
- Must be able to interpret rules and regulations and apply them to complex situations.
- Proven ability to work as a team member in a busy and inter-disciplinary environment.
- Excellent communication skills (oral and written).
- Superior organizational, problem-solving and interpersonal skills required.
- Proven ability to provide solution-focused interventions. Negotiation and mediation skills is an asset.
- Ability to demonstrate flexibility, particularly in the decision-making process,
- Ability to apply retrospective analysis of information in order to make determinations.
- Ability to remain objective in decision-making when presented with emotionally charged situations and when limited information is available.
- Basic knowledge of MS Word, Excel, and Powerpoint

Nature and Scope

- **Contacts:** Internally, this position interacts regularly with cross-campus units including AccessAbility Services staff, Registrar's office, Graduate and Postdoctoral Affairs, Housing, and the 6 faculty units. Externally, this position may interact with external agencies and/or practitioners.
- **Level of Responsibility:** This position is responsible for reviewing and verifying all documentation pertaining to a student's disability status and determine accommodations and recommendations for exemptions or determinations for student qualifications. The position is responsible for making determinations for the academic and support units about whether a student qualifies for an exception or accommodation. The position is responsible for collecting and analyzing multiple data sources to make these determinations.
- **Decision-Making Authority:** This position has decision-making authority for all items outlined above. The position is responsible for making a determination as to whether presenting information from students meets criteria to be considered a disability under the Ontario Human Rights Code, requiring accommodation or special consideration. The position works collaboratively with the academic unit to determine appropriate accommodations, often retroactive accommodations that have the ability to impact a student's academic career.
- **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 the

Job Description



potential exposure to emotionally disturbing interactions with people who are upset, angry, or potentially posing harm to self or others.

- **Note:** Maintaining a clear Police Vulnerable Sector Check is a requirement of this position