

**Nipissing University**  
**POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Manager, Student Accessibility Services
<b>DEPARTMENT:</b>	Student Development and Services
<b>SALARY LEVEL:</b>	Five (5)
<b>EMPLOYMENT DEFINITION:</b>	Full-time Administration
<b>SUPERVISOR:</b>	Director, Student Wellness

**SUMMARY OF FUNCTIONS:**

Reporting to the Director, Student Wellness, the Manager, Student Accessibility Services is responsible for overseeing all aspects of the Student Accessibility portfolio, including all members of the reporting unit and is responsible for direct intervention, strategic operationalization and direction of program management and staff development within the mandates of the Student Accessibility Services program. As the Team Lead, the Manager is at the front lines of student services and a critical leader in ensuring the development, implementation and evaluation of a student-centered support network within Student Accessibility Services. The Manager will work with all team members to develop, implement and evaluate innovative programs and services that provide support for the diverse student population at Nipissing University with a view towards removing barriers for students with disabilities and ensuring equal opportunity and accessibility to Post-Secondary Education while enhancing student health, engagement and success. The Manager, will work as a member of the Student Development and Services Leadership Team and be accountable for leadership, planning, education, staffing, communication and coordination of all resources.

**DUTIES AND RESPONSIBILITIES:**

**DIRECT SERVICES INTERVENTION**

**(45%)**

Working in conjunction with the Student Development and Services Leadership Team the Manager of Student Accessibility Services will provide Direct Services Intervention to ensure the most effective and integrated level of services to all students with disabilities at the institution.

**Accessibility Services Program**

Adhering to the all governmental legislation (including, but not limited to Accessibility for Ontarians with Disability Act and the Charter of Human Rights), and prescribed standards of practice, the Manager, Student Accessibility Services, is responsible for the direct delivery of accessibility services to students with disabilities which includes, but is not limited to the following:

- Reviewing intake information pertaining to disability status and making recommendations concerning appropriateness of a psycho-educational assessment for students
- Reviewing psycho-educational assessments to identify processing strengths and challenges and make recommendations with regards to learning strategy and assistive technology support
- Providing disability, social and educational counseling to students to promote self-awareness, self-advocacy and self-efficacy skills
- Complete intake assessments on individual students
- In consultation with the client, provide effective case management intervention
- Liaise and arrange referrals with university and community-based resources, medical and social services delivery systems, as appropriate
- Ensure maintenance of student records and confidentiality of records as per accepted standards of practice
- Function as a resource person on a variety of internal advisory committees and working groups which focus on student-interest issues such as New Student Orientation, etc.

- Ensure provision of consultative and educational outreach to Faculty, Staff and students around Student Accessibility, to ensure legal compliance, transition and integration as well as a general understanding of Accessibility issues/concerns.

## **PROGRAM MANAGEMENT**

**(25%)**

Working within the organizational structure of the Student Development and Services Division, the Manager, Student Accessibility Services is responsible to:

### **Accessibility Services Program**

- Lead the creation and delivery of strategies and initiatives designed to enhance student retention and experience for all students registered with Student Accessibility Services to build capacity in programming for supporting priority populations.
- Facilitation of communication between students and staff
- Act as an advocate for all students registered within Student Accessibility Services
- Oversee the creation, submission and facilitation of student funding through the Bursary for Students with Disabilities (BSWD)
- Oversee the preparation and administration of the annual operating budgets for Student Accessibility Services
- Submit annual reports, including financial statements and operating budgets to the Ministry of Training, Colleges and Universities regarding the disabled accessibility envelope
- Submit annual activity reports, including program proposals, budgets and financial statements to the AVP, Students.
- Oversee the facilitation of the Note Taking program, including the preparation of all invoices and required reports
- Oversee the facilitation and implementation of testing accommodations and the maintenance of the testing centre
- Oversee the proposal creation, organization and facilitation of the Accessibility Transition Program for students with Disabilities
- Ensure minimum standards of practice for Services are adhered to in all areas of service delivery
- Set mandate and approve operational procedures and expenditures related to the Accessibility program
- Approve the acquisition of accessibility resources including publications, computer interactive software and hardware
- Ensure facilitation and implementation of program and accommodations for all students including those on-Main campus, regional campuses, college partnerships and distance learners.
- Maintain a sufficient level of familiarity of individual staff caseloads and ongoing projects in order to intervene as required due to emergencies, unavailability of staff or when managerial intervention is required
- Maintain and update internal policies and procedures for the operation of all aspects of the Student Accessibility Services Unit
- Ensure that programs and services are adequately evaluated by the clients of such programs and services and make program adjustments when indicated
- Prioritize and assign projects to staff within the accessibility services unit
- Evaluate the effectiveness and efficiency of programs and services which are delivered under the auspices of the student accessibility services unit
- Research and assess the need for and demand on student support programs and activities
- Oversee the testing accommodation, adaptive technology and alternative format services and supports. Develop effective performance reporting utilizing Key Performance Indicators (KPIs). Regularly assess the effectiveness of plans and strategies and implement changes as necessary to achieve outlined objectives.
- Ensure that all departmental activities align with institutional, division, and departmental strategic plans, and departmental mission, vision, and values.
- Establish and assess annual department priorities and goals in alignment with institutional documents.

- Establish departmental, unit and programmatic assessment plans, including those associated with program proposal and review processes.
- Ensure the development of educational interventions aimed at mitigating academically at-risk behaviours and focusing on retention and persistence
- Develop and implement internal policies and procedures for the operation of all units within the department to ensure efficient and effective operations.
- Evaluate workflow and makes recommendations regarding resourcing requirements, including outsourcing of activities or projects, related to Student Accessibility

### **Cross-Program Responsibilities**

- Responsible for creating, implementing and measuring the success of a comprehensive communications and public relations program that will enhance the University's image and position within the marketplace and the general public, and serve a range of institutional priorities: student recruitment and retention, internal communications, media and public relations.
- Act as lead consultant to AVP, Students on all matters dealing with legislative requirements ( for example Accessibility for Ontarians with Disabilities Act(AODA) )requirements and reports
- Participate in process to ensure that all internal and external communications and promotional material are consistent with the objectives of the Student Accessibility Services unit
- Represent the University on external committees, associations and project activities which are related to student accessibility issues
- Ensure the interests of the student accessibility services programs are represented on internal committees as required
- As a member of the Student Development and Services Leadership Team, work to ensure a complete circle of care for all students to ensure their success, highest level of care and to act in a proactive manner to prevent potential crises or react in response to a student crises.
- Serve as a member of the Student-At-Risk committee to monitor and assess students considered to be at risk
- Ensure regular communication with the Registrar's Office in order that recruitment activities reflect current admission practices and data for students with disabilities, and that Recruiting and Registrar's Office activities are supportive of one another.
- Ensure that appropriate information related to student accessibility services, and factors that contribute to student success are made available and interpreted appropriately to various stakeholder groups (students, staff, faculty, Deans, AVP, Executive, employers, community, etc.) as applicable; including recommending short and long-term strategic responses to the academic goals of the institution and student development (including, but not limited to, qualitative and quantitative data, evaluations on programs, market trends, benchmarking, etc.)
- Seek out opportunities for enhanced collaboration and foster collaborative relationships with campus and community partners to ensure students are provided with necessary support, resources, and information pertinent to their experience and success, including negotiating contracts for service as required.
- Work directly with and consult various stakeholder and student advisory groups across the institution and community in the process of program planning and development to provide support, advocacy and resources; including Deans, students, faculty staff, employers, and alumni where applicable.

### **STAFF DEVELOPMENT**

**(20%)**

Guided by an accepted model of human services administration, the Manager, Student Accessibility Services is responsible to:

- Lead and manage direct reports including hiring, managing, mentoring, coaching, training and evaluating employees' performances.
- Train, and supervise staff according to the identified professional development needs and duties of individual staff members
- Provide support and encourage staff to undertake professional development activities and/or training relevant to the duties of their positions

- Provide regular and ongoing performance appraisals as established by the Human Resources Department of the University
- Monitor and approve Requests for Leave as submitted by staff members
- Ensure student records are maintained according to acceptable standards established by recognized professional practice guidelines
- Monitor staff caseloads on a monthly basis and prepare reports to the AVP, Students

#### **STUDENT DEVELOPMENT & RETENTION**

**(8%)**

- Participate in the planning and delivery of the university's New Student Orientation Program with other administrative departments (including representation on the planning committee, presentation to guardian participants and organization of appropriate content;
- Jointly co-ordinate with NUSU, the implementation of student wellness and student development initiatives
- Provide professional development workshops to university staff and faculty on topics relating to students with disabilities including Accessibility, legislation, compliance;

#### **HARASSMENT AND DISCRIMINATION**

**(2%)**

- Participate in the consultative process of maintaining the Harassment and Discrimination Policy and procedures on an ongoing basis
- Act as an advocate on behalf of students with disabilities - Mediate in matters of harassment and discrimination where appropriate
- Ensure that procedures are understood and followed completely as per the Policy

#### **Any other duties as assigned**

#### **QUALIFICATIONS:**

##### **Education:**

- Minimum qualification is a University degree (Masters is considered an asset ) in Social Work or an equivalent combination of education and experience.

*Training and/or experience may be substituted for formal academic training at the discretion of the University.*

##### **Training, Experience, Knowledge & Skills Required:**

- Minimum five years of progressive experience in administration and supervision in the delivery of human services programs
- Experience working in a management / leadership role
- Completion of specific coursework and supervised practice in accessibility
- Experience in direct services intervention
- Training in human development, special education and learning theory
- Knowledge of theory and models, crisis intervention, social problems, structural barriers in relation to equity and access issues;
- Knowledge of the psycho-social and psycho-educational assessment process;
- Supervision theory in a human services environment;
- Knowledge of the availability and application of disability-related assistive devices and community-based programs and services;
- Financial administration in a transfer payment organization;
- Knowledge in the use of word-processing and data base computer software applications and assistive technology.

## RELATIONSHIPS/CONTACTS:

**Supervised by:** Director, Student Wellness

### Workers supervised:

- Accessibility Consultant (3)
- Disability Services Officer (2)
- Adaptive Technology Technician
- Student employees: (direct/indirect)
- Summer Experience Program (SEP)
- Ontario Work Study Program
- Disability Services Student Assistants (Proctors, Note-Takers, Scribes, etc.)
- Summer Transition Program Assistant

### Internal Contacts:

- Advocate on behalf of and communicate effectively with students with disabilities
- Liaise between faculty/administration and students with disabilities
- Function as an integral part of the University's administration (President and Vice President's Office, Student Development and Services, Deans' Offices, Registrar's Office, Finance Office, Human Resources, Health Services, Security Services,)
- Foster effective working relationships with non-supervised support staff
- Maintain an effective supervisory relationship with supervised staff
- Effectively use the supervisory relationship with the Director of Student Development and Services

### External Contacts:

- Inter-university Disability Issues Association
- Ministry of Education
- Ministry of Advanced Education and Skill Development
- Canadore College
- Council of Ontario Universities
- Community Medical Professionals
- Crisis Intervention Program
- Community-based Mental Health Services, Addiction Support Services and Women's Support Services
- Social Service Organizations (CNIB, CHS, WSIB, HRDC, etc.)

## MATERIALS UTILIZED:

- Confidential student records (psychological assessments, client case records, medical assessments)
- Controlled assessment instruments
- Confidential budgets and financial information
- Employee personnel records (including wage and performance evaluation information)
- Computer workstation including various software applications
- Assistive technology for students with a disability
- Telephone/ voicemail
- Fax, photocopier, e-mail, TTY/Textnet

## PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS:

- Daily intensive mental concentration and observation of students' verbal and non-verbal behaviors.
- Ability to provide personal intervention based on accurate assessments of individual levels of functioning and risk of personal harm
- Ability to maintain sensitivity to and cope with information which may be traumatic or highly confidential

- Multiple task management related to the blend of managerial and direct service responsibilities of this position
- Some travel (up to 2 days per month)
- Extended working hours
- On-Call - Respond in emergency/crisis situations
- Private office

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I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

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Employee Name (please print)

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Employee Signature

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Date

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**Approvals**

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Supervisor

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Date

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Assistant VP, Human Resources & Equity, Diversity & Inclusion

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Date