

Class No.:	
Original Date:	November 2004
Revision Date:	Minor revisions: <i>May 2009</i> <i>March 2016</i> <i>June 2016</i> <i>August 2018</i> Major revision: June 2022
Pay Group:	18

CLASS SPECIFICATION

DDA, ACCESSIBILITY SERVICES

NATURE AND SCOPE OF WORK

This is administrative, clerical and reception work in support of Accessibility Services. This role is primarily responsible for coordinating the administrative functions and performing support tasks for Accessibility Services.

This is a front-line, student services position requiring strong knowledge and experience with accessible service provision and demonstrated capacity for individualized student support. The incumbent supports Accessibility Advisors in day-to-day operations and for performing support tasks for the area that requires team coordination, communication, case management, and a high sensitivity to confidentiality. The incumbent receives direction from the Accessibility Services Coordinator, provides guidance to the Accessibility Services staff, and reports to the Associate Vice-President, Student Success.

While the role focuses primarily on Accessibility Services, it also provides parallel support as needed for Counselling Services and Learning Support (in coordination with staff roles in those service areas).

ILLUSTRATIVE EXAMPLES OF DUTIES

- Facilitates coordination, communication, case management and arrangements between Accessibility Services and prospective students, current students, faculty, other University departments, parents, and external shared services partners (CAPER-BC, ATBC, ACE-BC, StudentAid BC, and Ministry of Education).
- Prepares operating budgets and capital requests in consultation with Accessibility Services Coordinator, tracks, monitors, and reconciles cost centers; processes expense claims and purchase requisitions; administers and reconciles P-Card transactions; tracks

and monitor government specific funding, projects expenditures, processing disbursements and charge backs and compiles reports for review by the Accessibility Services Coordinator and approval by the Associate VP, Student Success. Maintains petty cash fund. Has signing authority within university guidelines.

- Prepares postings and arranges interviews for faculty and Accessibility Services staff hires in consultation with and for the approval of the coordinator. Provides orientation and training for Accessibility Services staff.
- Assists in the promotion and provision of Accessibility Services. This includes answering enquiries on services provided; giving information and checking for completeness on the intake process; producing newsletters and communications; facilitating appointments for Accessibility Services Advisors; processing and distributing student-instructor Notification of Accommodation letters and making referrals to other campus services.
- Supports the Accessibility Services Advisors and provides guidance to the Accessibility Services staff team with student file management by creating, maintaining, tracking and destroying files in both paper and electronic database forms, ensuring confidentiality standards of sensitive student medical and diagnostic documentation and reporting any breeches to the Accessibility Services Coordinator.
- Supports lead exam invigilator with exam preparation and invigilation for students with disabilities; communicates with Accessibility staff, instructors, and students regarding exam details; ensures confidentiality, sensitivity and exam procedures are maintained; ensures exam spaces are appropriate to the student's accommodations.
- Coordinates and communicates arrangements with Accessibility Services Advisors and Assistants for students with disabilities to complete timed evaluations with their approved academic accommodations including interaction with instructors and students, participating, or delegating the planning of space, scheduling of time, set up of exam stations, and invigilating all the while overseeing that service standards are adhered to.
- Assists with arrangements for curriculum in alternate format (CAPER-BC, braille, enlarged font, e-text, accessible pdf, etc.) by liaising with students, faculty, the university library, and relevant agencies.
- Supports hiring, participates in selection interview committee, and trains exam invigilators, schedules coverage, verifies time sheets, provides input on performance reviews and where extraneous to ongoing costs, seeks budget approval.
- Prepares and enters or submits section plans, faculty workloads, faculty PD proposals and reports, according to the coordinator's manual, and in consultation with and for the approval of the coordinator.
- Orients new Coordinator to administrative tasks, guidelines and deadlines as outlined in the Coordinator's Manual. Orients new faculty to university administrative guidelines.
- Plans and organizes Accessibility Services components of Cap U special events i.e.: Student Orientation, recruitment events, etc.
- Provides guidance and support to Accessibility Services Advisors, staff and students in the use of office equipment (e.g. computers) and software applications, (e.g. Banner, TargetX) including assistive technology.
- Supervises and assists with reception coverage and duties of Counselling Services, Learning Support, and Accessibility Services as required.

- Maintains organized filing system for departmental records, an inventory of owned and loaned Accessibility Services equipment, hardware, specialized software, furniture, and student assigned lockers, contacting service vendors when necessary.
- Assists in the effective running of Accessibility Services by overseeing the generic department email in-box as well as arranging and attending Accessibility Services meetings, including calling for agenda items, preparing agendas, taking minutes, and tracking action items.
- Coordinates office allocations and moves for Accessibility Services, Learning Support and Counselling Services (in conjunction with the DDA 3 Counselling Services and Learning Support).
- May be required to take training and act in the capacity of a floor warden as part of the University's Emergency Preparedness Plan (Fire, W.H.M.I.S., Earthquake).
- Performs duties related to the qualifications and requirements of the position.

REQUIRED KNOWLEDGE, ABILITIES AND SKILLS

- Extensive knowledge of the University policy and procedure governing academic accommodation, academic integrity, human rights, equity, diversity, inclusion, final examinations, registration and financial services.
- Strong ability to deliver service, maintain confidentiality, apply informed consent expectations, and handle sensitive issues and situations with tact and diplomacy.
- Required ability to work sensitively with and have knowledge of students with disabilities as Human Rights protected.
- Strong teamwork skills. Ability to establish and maintain effective working relationships and provide customer service to a diverse group of employees, prospective and current students, shared service partners and the general public in a fast paced, high-volume area.
- Thorough knowledge of Microsoft Word applications including spreadsheet, database, PowerPoint, and the ability to upgrade and learn new applications. Basic knowledge of web posting applications.
- Considerable knowledge of business English and spelling; office practices and equipment and arithmetic and assistive technology.
- Ability to train, coordinate, direct and participate in the work performed by other employees in Accessibility Services for the purpose of creating a welcoming, positive, and professional area.
- Ability to prioritize, multitask, apply organization skills to meet deadlines, and work with minimal supervision.
- Ability to understand and follow oral and written instructions, and effectively communicate.
- Ability to maintain attention to detail with constant interruption and adapt to changing

REQUIRED TRAINING AND EXPERIENCE

- Completion of two years (approximately 60 credits) of post-secondary education in Social Sciences or a related field.

- Three years of directly related administrative support experience, including experience in an educational setting with significant student contact; and contact with persons with disabilities.

REQUIRED CERTIFICATES, LICENCES AND REGISTRATION

- None