## Job Description

<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Manager, Student Services</th>
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<tbody>
<tr>
<td><strong>Department:</strong></td>
<td>AccessAbility Services</td>
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<td><strong>Reports To:</strong></td>
<td>Associate Director, AccessAbility Services</td>
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<td><strong>Jobs Reporting:</strong></td>
<td>Supervisor, Assistive Technologies and Services, Learning Strategist, Exam Centre Administrator, Exam Centre Lead Proctor</td>
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<tr>
<td><strong>Salary Grade:</strong></td>
<td>USG 9</td>
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<td><strong>Effective Date:</strong></td>
<td>February 2019</td>
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### Primary Purpose
The Manager, Student Services is accountable to the Associate Director, AccessAbility (AA) Services and, as part of the senior management team. The position is responsible for the strategic leadership and management of AccessAbility Services’ accommodation services and programs, including AccessAbility Services’ Exam Centre, alternative format production, learning strategy support, assistive technology services, and note-taking and classroom support services. These programs and services ensure students’ academic accommodation plans are implemented in accordance with Ministry requirements, human rights law, privacy standards, University policies and industry standards. The incumbent is responsible for the strategic development and delivery of processes and services that ensure professional, ethical, efficient, effective and student-centered approaches are provided to students registered with AccessAbility Services. As the student services lead for the department, the incumbent will offer sound guidance and support to campus partners, including faculty, Chairs, and Associate Deans, related to accommodating students with disabilities.

### Key Accountabilities

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<tr>
<th><strong>Providing leadership and support to AAS’s strategic planning, policy development, and resource allocation</strong></th>
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<td>• Provide leadership and support for the department’s strategic planning and policy development in conjunction with the senior management team.</td>
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<td>• Establishes objectives and performance expectations in alignment with the overall objectives and direction of AccessAbility Services.</td>
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<td>• Assist in the overall management of AccessAbility Services by participating in the decision-making processes of the various areas reporting to the Associate Director, AccessAbility Services.</td>
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<th><strong>Managing Programs and Services</strong></th>
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<td>• Provides structure and process for the accommodation services team. This involves providing strategic leadership and direction for the design, coordination and implementation of comprehensive academic support services and programs. These include, but are not limited to: a) AccessAbility Services Exam Centre (which facilitates student examinations in accordance with accommodation plans and university policy and procedures), b) note-taking and classroom support services, c) alternate format production services (for course materials), d) learning strategy support services, e) adaptive technology assessments and services.</td>
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<td>• Facilities and equipment management for the Exam Center, Student Technology Lab, and Alternate Production Room, ensuring the spaces are maintained, equipped with up-to-date technology, appropriately staffed, and governed by up-to-date policies and procedures.</td>
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<tr>
<td>• Ensures programs and services maintain quality and champions student-centric guiding principles.</td>
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Job Description

- Maintains current knowledge about best practices for initiatives that support students with disabilities and that help provide a meaningful, relevant and engaging experience in support of the University goal of a vibrant student experience.
- Maintains an in-depth understanding of how the provision of accommodation supports and learning strategies influence the student’s well-being and uphold human rights. Remains fully aware of trends in the delivery of disability supports and services within postsecondary education and keep abreast of new developments and technological changes as they relate to adaptive technologies and testing accommodations.

**Managing Human Resource**
- Leads and manages an inter-disciplinary services team. Responsible for the hiring, staff performance, salary administration, promotions, professional development, reclassifications and all other matters related to staff performance management for direct reports.
- Establishes team 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.
- Exercises skill in managing people and providing them with a productive and positive team-oriented work environment. Ensures that resources are utilized optimally, through effective processes, task delegation, coordination and collaborative communication with reports.

**Supporting Clients and Collaborating with Key Partners**
- Provides professional, timely, accurate and exceptional customer service to students, staff, and instructors. Awareness and sensitivity to a variety of disabilities that might cause disruptions, challenges, and disputes in the Exam Centre, Student Technology Lab or other spaces.
- Field comments, complaints, and concerns noted by students, parents, faculty or other stakeholders. This may entail implementing AccessAbility Services Internal Investigations protocol.
- Consult with academic units and support service units (e.g., faculties, Registrar, Centre for Extended Learning) related to individual student accommodations, and to offer guidance and advice regarding student specific issues as they arise.
- Create reports for cross-campus partners that provide direction to assist with strategic planning around the provision of student accommodation support.
- Communicate and collaborate with various cross-campus partners to review processes regularly and ensure quality.
- Develop and leverage positive relationships with appropriate on and off campus stakeholders.

**Handling Sensitive Materials**
- Ensures access to secure documents is appropriately controlled.
- Appropriately uses and maintains confidential health and education records in accordance with University policy and relevant Privacy legislation (PHIPA).
- Effectively uses systems and technology to accurately and efficiently manage student medical information.
- Directs the return of clinical records to the intended party in a secure manner (appropriate storage and movement confidential documents) when needed.
- Ensures data accuracy and document integrity.
- Understands and commits to maintaining appropriate standards of confidentiality and security of materials.
- Responsible for the overall efficient, cost-effective, and secure handling of final examination materials, including collection, storage, duplication, accurate assembly, distribution, and disposal of all examination packages.
Job Description

*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 | Bachelor’s degree or equivalent education and experience is required  
|           | Graduate degree in a related discipline preferred |
| Experience | 3-5 years’ experience working within a student-focused (secondary or post-secondary school context) environment.  
|           | Experience working with persons with a variety of disabilities, preferably adults with disabilities.  
|           | Experience managing/leading a mid-large size team in a student services environment.  
|           | Experience and/or training in supporting students in crisis and securing appropriate support.  
|           | Experience managing sensitive materials and processes in a time and security-conscious setting. |

Knowledge/Skills/Abilities

- Demonstrated ability to think strategically and analytically.
- Exceptional communication skills (verbal and non-verbal, written)
- Demonstrated ability to take initiative
- Strong organizational skills with the ability to demonstrate creativity and flexibility when needed, particularly in the decision-making process.
- Demonstrated ability to execute sound judgment, professionalism, and diplomacy.
- Demonstrated ability to work independently without direction, as well as make determinations regarding outcomes of situation in absence of precedent or well-documented procedures.
- Must be able to interpret rules and regulations and apply them to complex situations.
- Demonstrated ability to work as a team member in a busy and inter-disciplinary environment.
- Demonstrated ability to contribute to and thrive in a collaborative environment and to apply a positive team approach to working with internal and external colleagues.
- Demonstrated ability to work collaboratively, build consensus and be sensitive to the needs and interests of various stakeholders.
- 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 Registrar’s office, Centre for Extended Learning, and the six faculty units. Externally, this position may interact with other University/Collage disability offices, and vendors. The position works closely with the senior management team, and with all staff within the department.
- **Level of Responsibility:** High level of responsibility as a senior AAS manager accountable for leading the accommodation services team by providing related strategies and priorities as well as informing the direction that directly impact the goals and targets of the office. Expected to provide collaborative leadership and expertise to bring innovative and high-quality approaches to AccessAbility Services. Responsible for ensuring the student accommodation plan is upheld, therefore upholding the University’s legal duty to accommodate students with disabilities. The responsibility of this position includes the management of the Exam Centre, oversight of the Technology Lab, and leadership of the
Job Description

entire student services team, including Learning Strategists, Adaptive Technologists, Student Services' Coordinator, Exam Coordinators, Co-op students, as well part-time Proctors, Drivers, and Work-Study students. Responsible for investigating complaints and accusations regarding service delivery and the office’s ability to uphold an accommodation plan. Responsible for managing a defined service budget.

- **Decision-Making Authority:** This position has decision-making authority for all items outlined above, which include designing, coordinating and implementing accommodation services that uphold a students’ accommodation plan. These decisions may have significant impact on the student’s academic career, the reputation of the AccessAbility Services’ office, as well as the fulfilment of the University’s duty to accommodate as determined by the Ontario Human Rights Code. Responsible for deciding when to involve the academic unit, police, or other stakeholders when a student’s integrity or behavior is of concern. Responsible for fielding complaints or concerns raised by stakeholders which may involve leading internal investigations. Responsible for determining protocols that ensure students receive appropriate support when in crisis, including determinations of when to call police or emergency medical teams. Responsible for determining allocation of resources (human and financial) to support service needs. Expected to consult with the Associate-Director, AccessAbility Services for decision making outside of normal conditions.

- **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 potential exposure to emotionally disturbing interactions with people who are upset, angry, or potentially posing harm to self or others. This position requires evening and weekend work for special events and Saturday exams throughout the year. The Manager Student Services will be on-call after hours Monday to Friday until 10:00PM throughout the year to provide emergency support.