Job Description

**Job Title:** Supervisor, Assistive Technologies and Services  
**Department:** AccessAbility Services  
**Reports To:** Manager, Student Services  
**Jobs Reporting:** Assistive Technology Assistant; Student Services Coordinator  
**Salary Grade:** USG 8  
**Effective Date:** February 2019

**Primary Purpose**  
The Supervisor, Assistive Technologies and Services will provide professional expertise and leadership to ensure integration, coordination, and development of accommodation service provisions including program planning and evaluation for students with disabilities. The Supervisor, Assistive Technologies and Services is responsible for developing and implementing programs, services, and initiatives designed to uphold students’ academic accommodation plan and support their academic and personal success, including assistive technology services, learning strategy services, note-taking services, and alternative format production.

**Key Accountabilities**

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<th>Human Resource Management</th>
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<td>• Provides overall leadership and direction for the Assistive Technologies and Services division within the Student Services unit of AccessAbility Services (including recruiting, hiring, training, and performance management), consisting of inter-disciplinary staff members.</td>
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<td>• Exercises skill in managing people and providing them with a productive and positive team-oriented work environment.</td>
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<td>• Shares expertise and coaches staff to enhance skills and reach service goals related to accommodation facilitation, particularly during peak times where service levels are high.</td>
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<th>Leadership in the Coordination of Support for Complex Profiles or Needs</th>
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<td>• Coordinating a collaborative response for students with high and complex disability-related needs which involves working with the unit’s senior leadership team, as well as Learning Strategist and Accommodation Consultants.</td>
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<td>• Applies expertise in the provision of individual instruction and training to students on specific technology applications and the application of learning strategies associated with specific technologies.</td>
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<td>• Provides hands-on training and support to faculty on the application and use of assistive technology both in the classroom and as an exam accommodation, particularly for students with high or complex needs. This is critical for ensuring the students’ academic accommodation plan is upheld within the classroom.</td>
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<td>• Works with students with high technology needs to facilitate smooth transitions into the postsecondary academic environment.</td>
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<td>• Remains fully aware of assistive technological developments and trends applicable to postsecondary education and interpret how AccessAbility Services can adopt these new technologies to best service students.</td>
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**Assistive Technology Assessment, Matching and Authorizing to Support Student Learning**
Job Description

- Conducts student technology assessments to recommend appropriate assistive technologies to enhance learning and ameliorate the impact of disability, particularly for students with high or complex needs.
- Authorizes purchases of equipment and software through bursary or other funding avenues by reviewing results of psycho-educational/cognitive/mental health assessments to ensure that they support eligibility.
- Consultation with Learning Strategist, Accommodation Consultants, and others to assess areas of need in relation to student academic success to recommend appropriate assistive technologies.
- Selects and uses assistive technology to support students in completing academic work that complements the students’ unique learning needs and their learning strategy plan. This involves working with the learning strategist and students with a broad range of disabilities.

**Reporting and Assessment**
- Makes purchasing recommendations to the Manager Student Services for upgrading, and the acquisition of new assistive equipment and software for the Exam Centre, Student Technology Lab, Alternate Format Production Workshop, the Assistive Technologies and Services Classroom, and the Student Equipment Loan Program.
- Provides the Manager with timely and accurate information for the continuous improvement of services based on program evaluations, trends, and service levels.

**Consultation and Liaising with Key Partners**
- Maintaining strong positive relationships with external service providers, vendors, assistive technology companies and retailers of adaptive software and equipment. This involves developing and leveraging positive relationships with assistive technology companies for opportunities to pilot and evaluate new technologies to assist persons with disabilities.
- Communicates, collaborates and forms strategic partnerships with the library and others related to access enhancing technologies, alternate format, and student support.
- Collaborates with faculty to implement accommodations and student support and training.
- Maintaining strong positive relationships with internal partners, individuals, and committees to promote accessibility including the Centre for Extended Learning, IST and ITMS.
- Working with campus partners to facilitate and/or lead small group sessions/workshops (Resource Room) on specific topics in an effort to support and enhance students’ personal and academic success.
- Leverages positive relationships.

**Handling Sensitive Materials**
- 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.
- Direct the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents) when needed.

*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**
# Job Description

## Education
- Graduate degree in Occupational Therapy, Special Education, or related degree in Rehabilitation Sciences or assistive-technology related field is required.
- Certification by a regulated body within the province of Ontario is required.
- Assistive Technology Professional Certification is an asset.
- Assistive Devices Program Authorizer (Communication Aids) is a benefit.

## Experience
- 3 years’ experience performing assistive technology assessments for persons with disabilities, identifying technology, and facilitating learning through instruction.
- Experience with selecting and using assistive technology to support students in completing academic work that complements the students’ unique learning needs and their learning strategy plan.
- Experience working within a student-focused environment (postsecondary preferred).
- Experience leading, motivating, and managing a small to mid-size team in a fast-passed and high-stress 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 understanding of how the symptoms or functional limitations of a disability impact an individuals’ daily functioning at the post-secondary level.
- Strong knowledge of the latest and most effective adaptive technologies for adult learners with disabilities.
- Proven ability to work independently without direction, as well as make determinations regarding outcomes of situation in absence of president or well-documented procedures.
- Proven ability to work as a manager or team leader in a busy and inter-disciplinary environment.
- Demonstrated ability to make frequent and complex decisions.
- Demonstrated ability to work well under pressure with multiple deadlines.
- 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.
- Excellent communication skills (oral and written). Negotiation and mediation skills is an asset.
- Proven ability to provide solution-focused, student-centered, interventions.
- Ability to demonstrate flexibility, particularly in the decision-making process.
- Ability to remain objective in decision-making when presented with emotionally charged situations and when limited information is available.
- Working knowledge of AODA accessibility standards and web accessibility guidelines.

## Nature and Scope
- **Contacts:** Internally, this position interacts regularly with other AccessAbility Services staff, many departments across campus (CEL, Library, IST), and the six faculty units. Externally, this position interacts with retailers of assistive technology, assistive technology companies, community partners and other service providers.
- **Level of Responsibility:** This position is responsible for hiring and managing the team responsible for providing Learning strategy support, Assistive technology support, Alternate format production, and classroom accommodation support. This position is the clinical lead for the Assistive Technologies and Services team, providing supervision to a multi-disciplinary team consisting of some registered professionals. This position is responsible for determining the appropriate technology supports and strategies for students registered with AccessAbility Services that support the students’
accommodation plan. This position is responsible for approving Bursary applications after reviewing and verifying all documentation pertaining to a student's disability status to determine recommendations for technology. This position is responsible for collecting and analyzing multiple data sources to make these determinations. Appropriately manages medical health records and sensitive information.

- **Decision-Making Authority:** The position has decision-making authority for items outlined above. This position defers to the manager when decisions affect the departmental budget or strategic direction. This position works collaboratively with Instructors and other campus partners to determine the best and most appropriate way to fulfil accommodation requirements 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:** The office-based position 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, abusive, aggressive, unstable, or potentially posting harm to self or others. Some weekend and after hours work is required during peak times particularly in the weeks immediately before and after the start of each term and around bursary application deadlines.