B. POSITION SUMMARY

The Disabilities Services Officer works with the Learning Specialist to implement specialized services and accommodations for students with disabilities. The incumbent oversees the student examination process; liaises with learning and medical professionals to implement appropriate academic accommodations; works with other SFU departments to arrange for academic and resource assistance; consults with faculty, government officials, departments, and schools regarding services, accommodations, and program development; oversees the work of temporary staff and student aides; and represents the SFU Centre for Students with Disabilities (CSD) in the local community.

C. DUTIES AND RESPONSIBILITIES

Supervises day-to-day exam accommodations by directing the booking of exams written at the CSD, arrangements for aides, exam delivery, and selection of specialized equipment (e.g., computers, adjustable tables, Obus Form chairs, etc.) to address students’ identified needs during exams. Ensures that the integrity of the examination process is maintained.

Coordinates production of alternate text materials with Library personnel by preparing lists of texts for alternate formatting, phoning departments to arrange borrowing of texts and their return, and assisting students to obtain membership with the Recordings for the Blind and Dyslexic (RFBD). Produces alternate formats for class materials (e.g., converts text into Braille, enlargements, e-text, PDF).

Develops and provides workshops and presentations on adaptive technology, physical accessibility on campus, and available government financial resources for students with disabilities. Assists the Learning Specialist in planning, organizing, implementing and evaluating special informational programs and workshops. Prepares reports, publications and other written work as required. Maintains the CSD Website, troubleshoots, and ensures site accessibility.

Oversees the work of temporary office staff by assigning and prioritizing work; scheduling time off; monitoring performance; training; and making recommendations regarding re-hire. Ensures an appropriate inventory level of materials, supplies, and equipment is maintained and that confidential documentation is appropriately stored.

Coordinates and schedules contractual hiring of Sign Language Interpreters and Real-time Captioning Services based on BC Provincial Interpreting Services guideline and terms of reference. Recruits, hires, trains and evaluates student aides and tutors, and prepares the required financial documentation to ensure their payment.

Consults with Government program representatives regarding funding for adaptive services to meet students’ needs. Acts as a referring agent to financial aid programs and assists students with the purchase or loan of adaptive equipment or services (i.e., Canada Study Grant, Assistance Program for Students with Disabilities, and Adult Services Program).

Informs SFU faculty, students and staff of policies for students with disabilities and answers routine questions. Increases student academic success by negotiating the implementation of accommodations with faculty and departments to ensure students’ academic accommodation needs are met.
Administers budgets and oversees expenditures for program and event budgets (e.g., APSD, and Interpreting Services), within parameters set by Director or Learning Specialist. Participates in the budget development process. Approves routine financial expenditures.

Assists students with registration and transition to university studies by initiating letters of introduction, arranging priority registration for students requiring services, and assisting students with vision, hearing and mobility impairments with registration access.

Maintains a log of physical access barriers on multiple campuses and arranges tours of campus for prospective students with physical impairments.

As assigned by the Director, represents the Centre for Students with Disabilities on university committees and in the community.

Ensures that computer and adaptive equipment within the CSD is functional. Resolves minor computer software and hardware problems. Researches and recommends the purchase and maintenance of special adaptive equipment and software.

Provides one-on-one training to students with a disability to effectively use adaptive software and equipment supplied by the CSD.

D. DECISION MAKING

i) Give some typical examples of the most important decisions the incumbent is expected to make in carrying out the duties and responsibilities of the position. To what extent can the incumbent rely on established policies or advice from others in making these decisions?

Determines most appropriate kind of Adaptive Technology (e.g., computer software/hardware, and other equipment) to meet disabled students' individual identified needs based on CSD guidelines.

Determines whether adaptive computer equipment and software (e.g., equipment for voice-to-text) is operating properly and when to contact IT for computer support.

Administers budgets and oversees expenditures for program and event budgets. Liaises with Financial Services to resolve financial discrepancies.

Coordinates and schedules contracts with Independent Contractors for provision of Sign Language Interpretation and Real-Time Captioning services.

Determines hiring, work assignments, schedules, trains, and monitors the performance of temporary staff. Makes recommendations concerning the re-hire of temporary staff.

ii) Give some examples of the types of decisions the incumbent would refer to his/her supervisor.

Purchase of adaptive technologies.

Approval for changes in pre-authorized budget expenditures.

Recommendations for services development.

Actions to take during non-routine contact with students.

E. SUPERVISION EXERCISED

Number of continuing employees reporting directly to the position: 0
Total number of continuing employees for whom the position has direct responsibility: 0*

*The incumbent of the position determines work assignments, schedules, trains, and monitors the performance of approximately 50 temporary staff (student aides). Makes recommendations concerning the re-hire of temporary staff.

F. SUPERVISION RECEIVED

The incumbent is given broad objectives and receives general supervision. Direct supervision is received in exceptional circumstances.

G. UNUSUAL WORKING CONDITIONS

The incumbent may occasionally be required to attend or host workshops or presentations at any of three campus locations in the evenings or on weekends.

H. ENTRANCE QUALIFICATIONS

Bachelor's degree in Social Sciences, Sciences or related discipline, and two years of related experience including experience in project management and the handling of sensitive confidential information involving equity and diversity issues, or an equivalent combination of education, training, and experience.

Excellent knowledge of a wide range of disabilities and related adaptive technologies.

Good financial administration skills.

Excellent team leadership, organizational, problem-solving, and analytical skills.

Excellent interpersonal and conflict resolution skills.

Excellent communication skills (both oral and written).

Ability to multitask and to respond effectively to non-routine situations.

Proficiency in word processing, spreadsheet, database, and web management applications (e.g., Word, Excel, Access, GoLive).