**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Accessibility Advisor & Exam Centre Coordinator – Durham/GTA campus

**Job Number:** A-379

**NOC:** 1221

**Band:** 9

**Department:** Student Affairs, Trent Durham

**Supervisor Title:** Manager, Student Affairs

**Last Reviewed:** June 11, 2019

**Job Purpose**

Reporting to the Manager of Student Affairs – Durham campus and with clinical supervision from the Director, Student Wellness (Peterborough), the Accessibility Advisor & Exam Centre Coordinator is responsible for implementation, coordination and delivery of academic accommodations and supports, as mandated by the Accessibility of Ontarians with Disabilities Act (AODA) and Human Rights Code for students with disabilities, ensuring equal access to Trent’s academic programs and facilities.

The Accessibility Advisor & Exam Centre Coordinator provides comprehensive evaluation, case management, advising, academic coaching and learning strategy support to students with disabilities, promoting student development and potential for academic success.

Collaborating with the Counsellor & Accessibility Advisor, the Accessibility Advisor & Exam Centre Coordinator liaises with faculty and staff regarding examination accommodation and the provision of alternate format text and assistive technology; and consults as needed with the Trent Student Accessibility Services (SAS) on the Peterborough campus.

The Accessibility Advisor & Exam Centre Coordinator incumbent is responsible for the operations of the Durham Exam Centre, which includes coordinating accommodated tests and note taking services as part of the service delivery model of SAS and in compliance with the AODA. The Accessibility Advisor & Exam Centre Coordinator will oversee all bookings for proctoring external exams. As lead hand, the Coordinator will oversee the work of the Program Assistant, note-takers, proctors and scribes.

**Key Activities**

***Assessment and Intake***

1. Reviews functional limitations related to sensory, mobility, learning, and medical diagnoses. Design reasonable accommodations to ensure access to education.
2. Develops accommodation plans with students and faculty as required, which are based on functional limitations and areas of strength while maintaining academic integrity of the program of study.
3. Provides support by offering one-on-one advising to students regarding accommodation and funding eligibility; developing learning strategies and case management by liaising with departments and faculty at Trent, initiating referrals to on-campus or community based supports, while ensuring privacy and confidentiality are maintained as required by FIPPA.
4. Completes intake notes for all incoming clients. Maintains accurate and up-to-date notes on individual contacts (direct or indirect) for ongoing continuity of care and for legal purposes, should the need arise.

***Individual Student Support/Coaching***

1. Provides one-on-one coaching to a core group of students with sensory, psychological and/or medical disabilities registered with SAS. Works with students with sensory, a psychological and medical disabilities in preparing applications for services and/or supports under the Bursary for Students with Disabilities (BSWD) program.
2. Works with SAS students with cognitive disabilities to assist in the development of learning strategies and academic skills such as time management, project management, strategic reading, test-taking, interpersonal dynamics and compensatory strategies as necessary, including academic planning and goal-setting.
3. Works with students to investigate further resources for personal and career advising, study skills and specific learning styles, including through Trent Peterborough, and the Oshawa/Durham community agencies and services.

***Adaptive Technology/Alternative Format***

1. Liaises with the adaptive technologist in Peterborough to ensure the co-ordination and arrangement of alternate format of textbooks and reading materials for eligible students.
2. Offers training to students and exam proctors for adaptive software for the purposes of in-class and exam accommodations.

***Consultation and Support***

1. Liaises with staff of the academic and administrative departments to assist in setting up support services for SAS students.
2. Co-ordinates and schedules support services and testing for SAS students.
3. Ensures supports and services are available in the classroom while at the same time ensuring the confidentiality needs of the student are taken into consideration.

|  |  |
| --- | --- |
| ***Operations of the Durham Exam Centre***   1. Interview, hire, supervise, train, and provide performance feedback for the accommodated test and examination proctors and scribes. 2. Oversees the work of the Program Assistant, Durham Exam Centre and provides input into hiring decisions and performance management for the position. 3. Schedule proctors according to workload demands, availability, numbers of students and the nature of the exam and accommodations being provided. 4. Oversee and authorize payroll to confirm hours claimed by proctors and scribes. 5. Determine the appropriate testing environment according to each student’s accommodation requirements in accordance with accommodation information provided. 6. Book exam rooms according to the University’s room booking policy and procedures. 7. Securely collect service fees and late fees and provide receipts before starting an accommodated test or examination. 8. Invoice and collect fees for external exams. 9. Update and maintain effective publications for reminders and notification of policies and procedures concerning test and examination accommodations. 10. Draft policies and procedures related to the operation of the Durham Exam Centre. 11. Maintain records of students approved for accommodated tests and examinations. 12. Maintain records of accommodated tests and examinations and produce reports on an annual basis. 13. Distribute final exam reminders by mail and email according to established policy and procedures. 14. Produce electronic and back up copies of final examination sign in sheets and update on an ongoing basis. 15. Communicate with students, Professors, Academic Administrative Assistants, Student Accessibility Services and Trent Online by telephone and email concerning accommodated tests and exams. Distribute and/or email all exam accommodation requests to designated faculty members as per established procedures. 16. Photocopy or scan tests, examination and documents, in accessible formats as indicated by the student’s accommodation information. 17. Perform proctor and scribe services for exams, and when necessary cover proctors for breaks and professors for question periods, ensuring the integrity of the exam process at all times. 18. Ensure that the computers, laptops, noise cancelling headphones, MP3’s and accessible computer programs are in good order in the Durham Exam Centre and maintain inventory. Contact the Adaptive Technologist at the Student Accessibility Services or IT as necessary for updates or reimaging or repair. 19. Order furniture, computers and other equipment as necessary to maintain the Durham Exam Centre. Ensure adequate supplies are available for the accommodated testing centre. 20. Coordinate exams for external exams for individuals or groups including Standardized testing which are scheduled to be written at Trent Durham GTA. 21. Notify the professor of any improprieties or extenuating circumstances during a test or examination sitting in accordance with established SAS or Exam Centre procedures. 22. Ensure the safe-keeping of all tests and examinations during storage and transit of tests and examinations. 23. Coordinating and Head Proctoring during Midterm and Exam periods at the Durham Exam Centre. Receiving Exams in hard copy and accessible format, keeping exams secure, the returning of the written exams, room bookings, staffing, equipment, test bookings and exam conflicts during high volume times. |  |
| ***Oversee Note Sharing and Note Taking Services***   1. Supervise, recruit, select, and provide performance feedback to notetakers, contracted by the Durham Exam Centre from within the university, as well as the local community. 2. Coordinate and provide training of note takers. 3. Schedule note takers for approved students. 4. Respond to complaints and irregularities involving note takers. 5. Engage in trouble shooting and problem solving strategies when dealing with complaints. 6. Ensure that note taking supplies and technology are available and in good working order (technology). 7. Ensure that notes are electronically posted to Clockwork on a regular basis. 8. Ensure that hand written notes are copied or scanned and posted to Clockwork or provided to the approved student. 9. Ensure that the requests for notetakers in the courses where they are needed are sent. 10. Communicate with Professors/Course Instructors about the notetaking program and the need for a notetaker in their course. |  |
| ***Other Administrative Services***   1. Maintain a working knowledge of university academic policies and procedures affecting students with disabilities. 2. Represent the interests of students with disabilities among other academic and student support service areas. 3. Represents the university with community organizations and committees as needed. 4. Provide accurate information about the Durham Exam Centre to prospective and current students, faculty, staff, and to the general public. 5. Take appropriate action to support students experiencing exam-related difficulties. 6. Enter and update student data and other service-tracking information in appropriate databases and perform queries to produce monthly, annual and other reports based on the information from the databases, when required. 7. Assist the Manager, Student Affairs-Durham in other related projects and tasks that contribute to the successful operation of the note taking program and the accommodated testing services. 8. Liaise with the Student Accessibility Services Peterborough in regards to exam and notetaking supports. 9. Ensures awareness of and compliance with the Access for Ontarians with Disabilities Act, Personal Health & Information Privacy Act, Freedom of Information and Protection of Privacy Act, and other relevant legislation as required. 10. Other duties as required. |  |

**Education**

1. Master’s degree in Psychology, Education, Applied Educational Psychology, Social Work, Occupational Therapy or other related area.
2. Certification in disability coaching/learning strategist techniques/adaptive technology would be a strong asset.

**Experience Required**

1. Minimum 2 years of directly-related experience working with persons with disabilities.
2. Excellent assessment and communication skills.
3. Accredited coach training and experience preferred, or membership to relevant professional association.
4. Knowledge of ethics and standards of professional practice.
5. Experience working in a multidisciplinary team and case management.
6. Understanding of post-secondary demands, social, economic implications for students with disabilities.
7. An understanding of the meta-cognitive deficits of adults and the effective methods for assisting them.
8. Understanding of psychometrics and have the ability to interpret psychoeducational reports for the development of academic accommodations.
9. Demonstrated creative approach to problem solving, especially in an instructional environment.
10. Excellent teaching and communication skills both in 1:1 and small group environments