

Support Job Position Description

Section I: Position information

Effective date	2026-06-22	☒ Update only	☐ Classification review
Position title	Accessibility Advisor		
Position number	999590, A99590		
Classification level	R1		
Position affiliation	☒ AUPE ☐ Excluded		
Location	Virtual - Alberta		
Department	Accessibility Services		
Reports to	Learner Success Liaison		

Position summary

Briefly describe the main purpose(s) of the position.

Accessibility Services (AS) is the primary University unit responsible for initiating and providing accommodations and services for students with accessibility needs due to the impact of a disability. Accommodations must adhere to related policies and provincial/federal Human Rights legislation. AS provides direct services to support individual students to set and meet goals through equitable participation in courses and programs of study. AS works in collaboration with various administrative, service, and academic units to assure University mandates, policies, and procedures align with principles of universal design, inclusion, and equity regarding accessibility.

The primary responsibility of this position is the identification of accessibility-related needs and the development of accommodation plans that address the needs of students with a wide range of disabilities who experience an impact to their educational activities. The overall goal of this position is to assist students to acquire appropriate accommodations and facilitate the provision of reasonable accommodations to support academic standards while studying at Athabasca University.

Duties and responsibilities

Organize by key responsibility area and include % of time spent where possible.

The Accessibility Advisor:

- Meets with prospective students to ascertain their accessibility-related needs. Meets with students individually by telephone, web conference and/or email communications
- Provides information regarding Athabasca University accommodation processes to interested internal or external individuals or groups

- This position identifies students' accessibility-related needs for the purpose of ensuring accessibility and the provision of reasonable accommodations in the context of legislation and course/program essential outcomes
- Reviews and interprets students' verification of disability documentation and assesses accommodations that address students' functional limitations. Must be able to interpret medical reports and other documents to ascertain the student's needed accommodations.
- Develops accommodation plans that outline appropriate services in accordance with approved AS and University policy and procedures
- Facilitates assessed accommodation requests between academic instructors, administrative units, service providers, and students.
- Provides ongoing support to students to address accommodation needs and access related services
- Facilitates the process of course management accommodations as required in accordance with the Office of the Registrar policy and procedures.
- Initiates appropriate and timely student referrals to University resources (e.g., academic counselling, advising, Student Financial Aid, Enrollment Services, Ombuds Office, etc.)
- Initiates appropriate and timely student referrals to external services and resources (e.g., learning strategist, study tutor, psychologist, technology vendor, etc.). Refers students for specialized assessments to a variety of health professionals to assist in the identification/verification of specific impacts of a disability and subsequent provision of support services as needed
- Maintains accurate student records regarding appointments and accommodation plans in the Student Information System in adherence with Athabasca University policies and procedures, Additionally, this maintenance provides accurate service tracking.
- Maintains effective independent work practices and professional working relationships as a collaborative team member and as a positive representative of Athabasca University, Accessibility Services, and Learner Support Services.
- Applies/adheres to strict confidentiality guidelines, FOIPP, records management protocols, and all relevant University regulations
- Participates on the service team as a first point of contact for department inquiries and requests via telephone, e-mail, and fax.
- Actively identifies and participates in professional development opportunities, assists in presentations and other activities that maintain knowledge and awareness of best practices in accessibility and university policy/.
- Other responsibilities and projects as assigned by the supervisor or unit Coordinator.

Occupational health and safety

Employees:

Responsible to participate in the AU OHS program as required.

Supervisors:

Responsible for awareness of one's OHS Responsibilities as an AU employee and supervisor, for participating in the AU OHS Program as required, and for ensuring the participation of employees in the AU OHS Program as required.

See: <https://ohs-pubstore.labour.alberta.ca/li008>

Classification factors

Context and complexity

The objective of Accessibility Services is to facilitate equitable access to education for students with disabilities. The incumbent must possess a sufficient knowledge of disability and educational accommodations to communicate in a manner that will increase awareness and advocate for individualized accommodations. Respective to this, the incumbent requires a complex understanding of verifiable student need, reasonable accommodation, University policy, and Freedom of Information & Privacy requirements.

The incumbent needs the skills and professionalism to collaborate and communicate accommodations that reflect students' need while collaborating with faculty members to ensure academic rigor related to course/program essential outcomes.

A complex ability to interpret information is required to effectively respond to staff and student inquiries, including knowledge of institutional departmental policy and procedure, course and program essential outcomes, learning strategies related to creating study plans, a wide range of educational, support, or technological products or services, internal and external resources required to navigate and address the functional impacts of a wide range of disabilities on educational activities.

Excellent interpersonal communication skills are required to respond effectively in accordance with a student's communication needs or if they are in crisis.

Well-developed oral and written communication skills required to collaborate with other departments in the delivery of services to students.

Incumbent will represent the department with other groups in the university and be able to explain service issues and influence a resolution.

Work problems

With a high demand for individualized services, the position requires excellent time management skills including flexibility to adapt to diverse demands; ability to respond to potential crisis situations, ability to set priorities; and the ability to demonstrate a tolerance for disruption.

Must have the ability to make informed judgement calls that can be justified and communicated to the necessary stakeholders

Proficiency in the use of computers and software including Microsoft Office applications, e-mail, Banner, HEAT, SRM, and web browsers. Demonstrated understanding and experience of the uses of assistive technologies is an advantage. The incumbent must demonstrate a general understanding of the potential issues that could arise when interfacing programs; the importance of hardware specifications; and confidence in their ability to learn how to use new programs and technology.

The ability to respond to variable situations requiring analytical, interpretive, evaluative, constructive, and/or creative thinking to meet the diverse demands and individualized needs of students registered with Accessibility Services.

The incumbent's work involves answering atypical questions requiring analysis and interpretation of regulations, policies, and procedures. The work performed must be accurate and of very high quality.

The incumbent must be able to resolve or refer student inquiries as appropriate. The ability to organize work daily to ensure efficient and adherence to AU Student Service standards.

Authority

Working under minimal supervision in a near virtual work environment, there is the need for independent judgement and decision-making abilities to interpret and communicate information about the University or Accessibility Services appropriately.

Contacts and communications

Extensive communications by telephone, web conferencing, e-mail, mail, or fax with prospective and enrolled students, University staff, faculty, and administration, service providers and the public about Accessibility Services and Athabasca University.

The incumbent is required to uphold the utmost degree of confidentiality and to conform to the regulations and guidelines as outlined in the Athabasca University policy regarding the collection, dissemination, and confidentiality of information regarding Athabasca University students (as amended from time to time).

Signatures for section I

Incumbent signature		Date Select a date.
Supervisor signature		Date Select a date.

Section II: Qualifications

Qualifications

Includes education, experience, skills, abilities, and any other special qualifications required. The qualifications relate to the position not the incumbent.

- Minimum Bachelor's degree in a related field (including but not limited to psychology, occupational therapy, education, special education, physical education (adaptive), recreation, or disability studies); equivalent combinations of education and experience will be considered
 - Minimum 2 years of direct accessibility advising experience in a post-secondary environment required
 - Knowledge of institution policy and legislation that address accessibility-related inclusion, barriers, and reasonable accommodation
 - Demonstrated leadership and diplomacy with the ability to advocate for adherence to policy and accessibility best practices
 - Ability to analyse complex situations, clearly articulate potential goals/solutions, and gain cooperation in guiding someone through facilitation, instructions, de-escalation, and conflict resolution
 - Experience providing instruction in an online environment via webcam, telephone, or screen sharing.
 - Experience assessing available resources and finding optimal accommodation solutions
 - Ability to work independently in a near virtual environment and collaboratively with a team
 - Employ a highly individualized and creative approach to arranging accommodations
 - Ability to interact knowledgeably, comfortably, positively, and respectfully with a diverse group of individuals with a broad range of abilities, credentials, and accessibility needs
 - Ability to prioritize tasks, maintain daily appointments with new and continuing students, and respond to many emails in a timely manner
 - Computer proficiency related to data processing, electronic records, databases, communication, and online research; knowledge and experience in the Banner and SRM systems strongly preferred
 - Superior verbal, written, and interpersonal communication skills
 - A high degree of accuracy and attention to detail is required
- * Equivalent combination of education and experience may be considered.

Signatures for sections I and II

Department Head signature		Date Select a date.
Executive Officer signature		Date Select a date.
Human Resources review		Date Select a date.