

Support Job Position Description

Section I: Position Information

Effective Date	2021-09-01	<input type="checkbox"/> Update Only	<input checked="" type="checkbox"/> Classification Review
Position Title	Funding Specialist, Accessibility Services		
Position Number	998763		
Classification Level	R1		
Position Affiliation	<input checked="" type="checkbox"/> AUPE <input type="checkbox"/> Excluded		
Department	Accessibility Services		
Reports To	Accommodation & Assessment Specialist		

Position Summary

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

This Accessibility Services team member provides direct assistance and service to prospective and established AU students who are seeking disability related funding opportunities.

The incumbent requires an extensive knowledge of a variety of disability related funding sources including grants, scholarships, internships, applicable regulations, and application procedures. There is frequent need to effectively analyze, interpret, and communicate processes owned by internal or external funding programs.

This position is critical for the enhancement and expansion of services to AU students with disabilities. The incumbent will provide accurate information, application submission support, procure services, receipt, reconcile and track funded services as required.

The incumbent must understand and contribute to university award & financial aid business practices in alignment with the priorities of the Office of the Registrar. Simultaneously, they must be able to interpret and explain the Alberta Human Rights Commission Duty to Accommodate to valuably contribute to business practices.

The incumbent must work with a high degree of autonomy and have excellent organization and time management skills, able to determine priorities with minimal supervision.

The incumbent works as part of a collaborative team to provide information, services, and support that is innovative and reflects current accessibility best practices.

Duties and Responsibilities

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

Direct service & support for students (90%)

- Provides information about various sources of funding, resources, and service providers to learners registered with Accessibility Services.
- Compiles documents and facilitates the submission of applications for disability related funding sources; thoroughly understanding the processes and requirements for a variety of grants, bursaries, scholarships, internships, and disability related Student Aid funding sources in Canada.
- Assists students to acquire funded items and accurately consolidate service and equipment receipts for the items AU procures.
- Collaborates with Office of the Registrar units to maintain industry knowledge about Student Aid and AU Award regulations.
- Communicates effectively with students about the impact of various course management accommodations which can impact course load and current, or future funding eligibility at student aid or funding sponsors.
- Responsible for interpreting and facilitating the resolution of issues that may arise on disability related grant or bursary applications as appropriate to AU's role with the funding agency.
- Track and analyze data regarding funding and trends in disability related funding processes across the country.
- Develops and maintains a resource library of disability related funding sources that is easily shared with students.
- Provides referrals to appropriate internal AU services such as assistive technology, alternate format course material, advising, exams, counselling, student finance, appeals, enrolment, etc. based on individualized needs.
- Assists unit team members by advising students on eligibility for accommodations and support services. Ensuring that all queries are handled in a timely, professional manner, and with the highest level of confidentiality and accuracy in processing relevant documents.

Finance and Procurement (10%):

- Assists the Coordinator in procurement activities of support service providers to meet service needs where appropriate (i.e., psychologist assessments, tutors, sign language interpreters, learning strategist, braille transcriber/production, CART, or captions, etc.).
- Liaise with procurement, finance payable, and receivable departments to ensure transactions AU is involved in are contracted, receipted, and reconciled in a timely manner.

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 level of knowledge and experience required of the incumbent, combined with a solid understanding of student need, funding programs, University policy, FOIP, provincial Human Rights legislation, and the ability to negotiate a balanced response that best meets the needs of all parties adds a contextual dimension that significantly increases the complexity of this position.

The ability to support individualized accommodations while adhering to the regulations and processes of various provincial Government and/or sponsor funding programs is key. Maintaining positive relationships with funding sources is essential to not negatively impact learner's ability to obtain services or that funding.

Ability to analyse complex situations, clearly articulate potential goals/solutions, and gain cooperation in guiding someone through information, instructions, or de-escalation of a misunderstanding.

The nature of service provided and the expectations within Accessibility Services necessitates a high degree of accuracy and attention to detail.

A significant tolerance of disruption and the ability to manage time and set priorities for a heavy workload is required due to unforeseen changes in external procedures and high request volume periods.

Exceptional problem-solving skills, and knowledge of when to act independently or seek assistance from other staff and stakeholders.

Work Problems

Meets daily with established and prospective students who are seeking information, application assistance, and clarification of funding requirements and status updates.

Develop and maintain a complete understanding of disability related funding sources including student aid and grant programs.

Maintain currency with all Accessibility Services, Office of the Registrar and University policies to assist or refer students and/or staff members appropriately.

Understand the implications of and avoidance of errors regarding student records and advice.

Ability to use multiple software and systems, including Microsoft365, Student information Systems (Banner, HEAT), Government extranet portals, scanner/copier, fax, and cellphone on a regular basis.

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, Accessibility Services, or external agency programs 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 vendors, funders, and the public about Accessibility Services and Athabasca University.

Frequent contact with internal and external funding sources to gain clarification and understand application requirements.

Excellent interpersonal, oral, and written communication skills to interact knowledgeably, comfortably, positively, and respectfully with a diverse group of individuals with a broad range of abilities, credentials, and communication needs.

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.

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.

- An undergraduate degree in the social sciences or human services
- 2 years post-secondary education work experience, preferably in an advising setting with direct service provision to adults with disabilities. An equivalent combination of education and/or experience will be considered.

- Comprehensive knowledge of funding sources, service providers, regulations, and procedures as related to funding for services and accommodations, for students with disabilities.
- Expert level of experience compiling, submitting, and advising students on the submission of disability related funding applications
- Excellent organizational and time management skills, including the ability to prioritize, set appointments, and work independently with minimal supervision.
- Knowledge of legislation that addresses accessibility-related barriers, inclusion, and reasonable accommodations
- Thorough investigative and problem-solving skills are required. The incumbent must be proficient with using the internet and government websites as research tools.
- The ability to collect and assimilate relevant information to make appropriate and independent decisions. A high degree of accuracy and attention to detail is required
- Working knowledge of data entry, service tracking, and other applications used in post-secondary environments. This includes an established skill set with current versions of MSOffice applications, fax, copier, and mobile phone use.
- Ability to work independently and as part of a team in a near virtual environment
- Excellent interpersonal and communication skills including oral and written methods.

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.