



Classification Description

Job Title: Assistant Director, Adaptive Services

Pay Grade: 115

Job Code: 3749

FLSA Status: Exempt

Job Purpose

This is a professional position which facilitates reasonable accommodations for students with disabilities at an assigned campus or campuses for the College. This position is trained in all aspects of Adaptive Services operations and demonstrates thorough understanding of these procedures. The Assistant Director helps to coordinate the intake services, referral system, and facilitates classroom and testing accommodations for students with disabilities and serves as a mentor to those in the Adaptive Services Specialist position. This position provides administrative support assisting students, ensuring successful workflow and contributing to the efficient operations of the Office of Adaptive Services. In times of need, this position will provide advising, testing, and/or admissions support for assigned campus or campuses to ensure all students are provided with timely and appropriate services. This position may act in place of the Director of Adaptive Services in his or her absence, as appropriate and in conjunction with division leadership.

General Responsibilities

Essential Functions

Staffs the Office of Adaptive Services on assigned campus or campuses and is readily available to provide pleasant and professional service to students and others seeking information regarding the self-identification process.

Communicates with students and uses independent judgment to determine appropriate accommodations based on documentation, conversations with the student, and/or faculty.

Provides letter of accommodations to faculty and staff each semester, providing test proctoring and accommodations, offering access to the latest in adaptive computer technologies, and serving as a liaison to other College departments.

Maintains accurate and complete student records by documenting and filing all communications and events through detailed written case notes within various software management systems.

Provides appropriate referrals for diagnostic assessments of students with disabilities.

Coordinates interpretative and transcriptionist services with local entities based on supporting documentation of disabilities College-wide.

ASSISTANT DIRECTOR, ADAPTIVE SERVICES

Understands, applies and informs individuals of College policies and procedures related to equal access, equal opportunity for all educational programs and sponsored activities, while providing guidance and support throughout the process.

Facilitates communication and direct interaction with faculty/staff regarding accommodations and services available for students.

In collaboration with the Director, and in the event of the Director's absence, facilitates services for students with disabilities and acts as liaison between academic programs personnel to facilitate coordination of services.

May coordinate the work of Adaptive Services liaisons on Collier, Charlotte and H/G locations in absence of the Director.

Promotes the enrollment of students with disabilities into vocational and educational programs, both off-campus and on-campus.

Recruits, provides intake services, and facilitates accommodations for students with disabilities.

Remains current with full understanding of The Rehabilitation Act and The American's with Disabilities Act and how they relate to post-secondary institutions. Applies the guidelines associated with each of these Acts consistently and equitably.

Collects data, prepares and disseminates reports specifically documenting student's progress toward and completion of all program objectives.

Oversees data collection from SGADISA in Banner for department and state reporting purposes of students served College-wide.

Maintains and coordinates the office's utilization of the Maxient database system. Remains current on the system in regards to system updates in conjunction with the Coordinator of Student Rights and Responsibilities.

May act as a backup to the Coordinator of Student Rights and Responsibilities in regards to overall maintenance of the Maxient system for the College.

Assists Director in creating and implementing department goals for each fiscal year.

Identifies and interviews potential student assistants. Supervises and assigns tasks to student assistants such as note taking, scribe, reader, etc.

In collaboration with the Director, oversees the daily operation of the Office of Adaptive Services for assigned campus/campuses to ensure appropriate services are provided to students with disabilities.

Provides student support as needed in the area(s) of advising, testing and/or admissions through cross-training to ensure students are provided with effective, timely services.

ASSISTANT DIRECTOR, ADAPTIVE SERVICES

Provides ideas and suggestions for the on-going development and implementation of Adaptive Services Operating Procedures, forms and other related documents.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally-accredited institution of higher education and two (2) years in a closely related post-secondary educationally related field.

OR

A Bachelor's degree from a regionally-accredited institution of higher education and three (3) years of full-time professional work experience in a closely related post-secondary educationally related field.

Ability to independently travel to various campuses and other locations for College business.

Ability to work occasional nights and weekend hours, as needed.

Strong interpersonal, customer service and problem-solving skills.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Ability to utilize Banner Operating System.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.

ASSISTANT DIRECTOR, ADAPTIVE SERVICES

- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: November 9, 2017. Revised: September 26, 2022. Revised: May 19, 2023.
Revised: July 1, 2023.