

**Associate Director for Clinical and Administrative Support - Office of Disability Services**

**Working Title: Associate Director for Clinical and Administrative Support - Office of Disability Services**

**State Role Title:** N/A

**Position Type:** Administrative & Professional (Non-teaching Faculty)

**Position Status:** Full-Time

**College/Division:** Accessibility and Belonging

**Department:** 100170 - Office of Disability Services

**Pay Rate:** Pay Range

**Specify Range or Amount:** \$72,000 - \$75,000

**Is this a JMU only position?** No

**Is this a grant-funded position?** No

**Is this a Conflict of Interest designated position?** No

**Beginning Review Date:** 10/08/2024

**About JMU:**

**Mission**

We are a community committed to preparing students to be educated and enlightened citizens who lead productive and meaningful lives.

**Vision**

To be the national model for the engaged university: engaged with ideas and the world.

**Who We Are**

Located in the heart of Virginia's beautiful Shenandoah Valley, the city of Harrisonburg is approximately 120 miles from Washington, D.C. and Richmond, VA. With a population of just over 53,000, Harrisonburg is one of the most diverse communities in the Commonwealth of Virginia. JMU is a selective, public institution with a growing national reputation for offering experiences that lead to an outstanding education and inclusive environment for students, faculty and staff. The student body includes approximately 20,000 undergraduate and 1,900 graduate students, with over 1,000 full-time instructional faculty.

JMU offers thriving programs in the liberal arts, science and technology, and professional disciplines at the undergraduate, master's and doctoral levels. The university is committed to expanding diversity, fostering equity and inclusion, and supporting superlative teaching and scholarship. JMU has achieved national recognition for the high quality of its academic programs, focus on maintaining strong student/faculty interaction, and innovative faculty research.

### **General Information:**

The Area of Accessibility and Belonging within the Division of Student Affairs includes the following departments: Office of Disability Services, Center for Multicultural Student Services, Religious Life, Sexual Orientation, Gender Identity & Expression, and JMU VALOR.

Successful candidates will infuse the following divisional and departmental values in their day-to-day practice:

#### Student Affairs Values

- Focusing on Students
- Leading Courageously
- Transcending Boundaries
- Creating Belonging
- Embracing Innovation and Change
- Honoring and Valuing Our Staff
- Promoting Health and Well-being

#### Office of Disability Services Values

- Access
- Universal Design
- Ethical Integrity
- Innovation
- Collaboration
- Self-determination
- Student-focus

\*\*There are two Associate Director positions within the Office of Disability Services that we are currently hiring for. The other position is Associate Director for Technology and Accommodation Services. Candidates who wish to be considered for both positions must submit an application for each position. To apply for the Technology and Accommodation Services position, reference posting number 20000704.\*\*

### **Duties and Responsibilities:**

#1: Leadership and oversight as ODS Associate Director for Clinical & Administrative Support

- Monitor workflows and support the process by which students request accommodations in compliance with JMU policy and legal standards.
- Oversee the ongoing management of supervised areas, including annual reporting, documenting accomplishments, setting priorities, enhancing procedures, and development of documentation and guidance materials for staff and constituents
- Support on-going quality assurance procedures and connections to JMU/Student Affairs strategic planning
- Independently review documentation and information provided in cases of students appealing decisions related to accommodations. Exercise decision-making authority at the first level of appeal.
- Develop and maintain partnerships across divisions for on-going quality improvement in areas of supervision and provision of accommodations.
- Assist, support, and inform the ODS Director in a consistent and timely manner.

#### #2: University Disability Services Case Manager

- Oversee the caseload management process for effective distribution and timely processing of student cases.
- Provide guidance and support on cases to the practitioner team, as needed, ensuring compliance with legal standards and best practices.
- Regularly review, analyze, and report case trends to the Director to improve the accommodation request process.

#### #3: Strategic case load and direct services

- Conduct individualized assessment and analysis of requests for appropriate and reasonable accommodations. Exercise decision-making authority to determine eligibility through individualized assessment and analysis of documentation, supporting materials and evidence including student circumstances, observations, and self-reports.
- Provide direct student services that include, but may not be limited to:
  - Initial intake consultations
  - Registration for services
  - Prompt response to student requests for accommodations
  - Assist with the identification and development of appropriate academic accommodations, auxiliary aids and services.
  - On-going disability-related support
- Manage and facilitate fundamental alteration processes in alignment with legal standards, coordinating with relevant campus officials to conduct deliberative processes and make determinations.
- Maintain accurate, current and pertinent records of disability services reviews, decisions, and communications.

#### #4: Training and Supervision

- Supervise three Assistant Directors in alignment with JMU policies and procedures, including providing an appropriate amount of supervision time each week.
- Provide consultation and supervision to ODS staff in support of appropriate review of documentation and context for provision of reasonable accommodations
- Oversee and supervise on-going development and provision of staff training for supervisees and consultation for department.
- Conduct appropriate evaluation of performance by supervisees in compliance with JMU guidelines, policies and procedures to enhance performance, growth, and professional development of the supervisees.

#### #5: Administration, Planning and Leadership

- Maintains current knowledge of and adheres to established policies and procedures of ODS/JMU, relevant guidelines, and applicable laws (Americans with Disabilities Act, Section 504 of the Rehabilitation Act of 1973, FERPA, etc.). In situations not addressed by policies and procedures, make decisions in alignment with professional, ethical, and legal standards.
- Complete administrative tasks and assignments in a timely, accurate, and professional manner
- Engage in Student Affairs Director and Associate Director Leadership and support ODS communication to address calls for participation in division initiatives.
- Provides effective fiscal guidance for procurement of services and management of budgets and related expenses.
- Manage assessment efforts for programming and supervised areas to align with the Student Affairs curricular approach.
- Collaborate with the Director and departmental leadership to refine and advance the unit's mission and vision. Contribute significantly to the strategic planning, development, and design of initiatives that enhance the unit's support of disabled students in alignment with JMU/ODS/Student Affairs.
- Provide Administrative and supervisory leadership to ODS during periods of the Director's absence as assigned by Director and/or AVP.
- Other duties as assigned.

#### #6: Institutional Collaboration, Consultation and Outreach

- Independently provide professional, accurate, and timely consultations for students, faculty, staff, parents and other constituent groups.
- Develop and execute pre-orientation and subsequent programming tailored for students with autism, in collaboration with key partners, to support their transition to JMU and foster community-building.
- Provide outreach programming/presentations to the JMU campus community. Outreach programming includes but is not limited to tabling, acting as support staff, supporting community-building in the disability community, delivering presentations or workshops on topics relevant to disability, accessible technology, and universal design.

Additional participation may be required but coordinated for large scale engagements such as summer orientation.

- Oversee and support ongoing departmental marketing, communications, and outreach efforts, as well as Disability Advocacy Week programming.
- Collaborate with strategic partners across divisions to facilitate and implement accommodations.
- Contribute to divisional and university priorities and goals, especially through serving on program reviews, committees, task forces, working groups, etc.

### **Qualifications:**

#### **Required Qualifications:**

- Experience with disability services in higher education
- Experience with determining and implementing disability accommodations
- Experience with case management responsibilities such as the distribution and tracking of cases to resolution
- Experience supervising staff
- Experience with responsibility and oversight across multiple functional areas and initiatives
- Experience managing multiple projects simultaneously
- Ability to communicate effectively with a variety of stakeholders including those listed in job description
- Ability to communicate effectively with students and those needing support, accommodations, and field-related education and assistance
- Experience with quickly learning and effectively utilizing technology systems
- A record of advocacy

#### **Preferred Qualifications:**

- A record of developing strategic partnerships/collaboration across functional work areas related to the field
- Leadership experience in cultivating a positive culture that prioritizes accessibility and well-being
- Experience conducting assessments, analyzing data for program improvement, and report writing
- Familiarity with the fundamental alteration deliberation process
- Have an in-depth knowledge of the field of disability services, the accommodations process, current trends, and policies and laws associated with the work (e.g. Americans with Disabilities Act [including new Title II regulations], Section 504 of the Rehabilitation Act of 1973, FERPA, WCAG 2.1 AA, etc.)

#### **Additional Posting Information:**

JMU's Dual Career and Community Resources Program is available for candidates that will be relocating to the area. For more information, please visit <https://bit.ly/2OTF1NG>.

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### **Conditions of Employment:**

Employment is contingent upon the successful completion of a criminal background check.

E-Verify Notice: After accepting employment, new hires are required to complete an I-9 form and present documentation of their identity and eligibility to work in the United States. James Madison University uses the E-Verify system to confirm identity and work authorization.

### **EEO Statement:**

James Madison University is committed to creating and supporting a diverse and inclusive work and educational community that is free of all forms of discrimination. This institution does not tolerate discrimination or harassment on the basis of age, color, disability, gender identity or expression, genetic information, national origin, parental status, political affiliation, race, religion, sex, sexual orientation or veteran status.

We promote access, inclusion and diversity for all students, faculty, staff, constituents and programs, believing that these qualities are foundational components of an outstanding education in keeping with our mission. The university is interested in candidates whose experience and qualifications support an ongoing commitment to this core quality.

Anyone having questions concerning discrimination should contact the Office for Equal Opportunity: (540) 568-6991.

### **Reasonable Accommodation:**

If you are an individual with a disability and need assistance searching or applying for jobs please contact us at (540) 568-3597 or <mailto:jobs@jmu.edu>. You may also visit the JMU Human Resource Office, located at 752 Ott Street, Harrisonburg, VA 22807 and we will be happy to assist you.

**To apply, please visit: <https://apptrkr.com/5663140>**

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