

Update

Ministry

Describe: Basic Job Details**Position**

Position ID

Position Name (30 characters)

Current Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

 Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

Design: Identify Job Duties and Value**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

Responsibilities Removed:

Job Purpose and Organizational Context

Why the job exists:

with a wide variety of legislation, program policies, criteria, and guidelines.

The Disability Supports Specialist provides day-to-day guidance, coaching and mentoring services for all provincial, out of province and international post-secondary Education Institutions' Disability Coordinators, representatives and advisors when reviewing applications for educational supports provided to postsecondary students with permanent or persistent or prolonged disabilities. The position applies a comprehensive body of knowledge associated with disability supports and services' legislation, regulations and policies, principles of common law, and national practices of business and industry. This position provides expert program knowledge to interpret relevant legislation, regulations and policies; provide comprehensive training, orientation and troubleshooting services; and to respond to enquiries to ensure team members can effectively and efficiently process assessments, and review submissions.

The Specialist also administers processes relating to regular audits of funding for services and equipment provided to post-secondary students with permanent and persistent or prolonged disabilities, including liaison with post-secondary Disability Coordinators and representatives from other ministries (i.e. Community and Social Services), jurisdictions to interpret program criteria and resolve issues and concerns identified during the assessment process as well as audits. The position performs reconciliations and overpayment re-assessments upon receiving receipts and repayment for services and equipment funding issued to post-secondary students with permanent and persistent or prolonged disabilities as well as audits. The Disability Supports Specialist applies knowledge of a significant number of pieces of permanent and persistent or prolonged disability policies, legislations, regulations and guidelines, provides consultation, interpretation, training, troubleshooting services and responds to enquiries to ensure they are accurately, effectively and consistently processing re-assessment and review submissions.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

This role works to ensure that post-secondary Disability Coordinators, advisors and representatives are oriented, trained and provided with comprehensive and ongoing guidance and support so re-assessment and review submissions relating to post-secondary disability funding assistance is completed in an accurate, thorough and timely manner.

- Collaborates with post-secondary Disability Coordinators to ensure familiarity with and understanding of legislation, regulations, policies and guidelines applicable to educational funding programs administered on behalf of the provincial and federal governments, as well as associated operational policies, practices and processes.

- Responds to inquiries from post-secondary Disability Coordinators in relation to issues or concerns with the re-assessment or review of disability educational funding assistance provided to post-secondary students, including interpretation of legislation, regulations, policies, criteria and operational policies and guidelines; coaches and mentors post-secondary Disability Coordinators in assessing unique files and responding to complex, unusual and/or politically and legally charging situations (i.e. Human Rights claims).

- Reviews system-generated messages and reports to identify issues and problems in relation to reassessment submissions; resolves issues through training and coaching on an individual or team basis as appropriate.

The Disability Supports Specialist recommends, co-develops, implements and monitors operational policies, practices and procedures in response to new or revised program legislation, regulations, policies, initiatives, criteria and system modifications to ensure the effective and efficient delivery of the postsecondary re-assessment and review function for disabled students.

- Collaborates with the Disability Supports Supervisor to determine impact of proposed new or revised policies and programs on post-secondary re-assessment operations.

- Assists in developing new or revised operational policies, practices and procedures and oversees associated communication and implementation activities; provides training and clarification of new or revised operational policies, practices and procedures to ensure consistent application to reassessment

and eligibility decisions.

- Identifies inconsistencies or issues with operational policies, practices and procedures and develops recommendations for resolving or addressing issues.
- Participates in testing and monitoring new procedures prior to and post implementation, including those associated with system changes or modifications.

The Specialist regularly performs audits of funding provided for specialized equipment and services to post-secondary students with disabilities to ensure compliance with established guidelines and criteria.

- Coordinates processes relating to the regular audit of files pertaining to disability funding for postsecondary students, including ensuring applicable reports are run, files pulled and reviewed, records reconciled and correspondence initiated.
- Interprets relevant provincial and federal policies and Ministerial ruling to post-secondary Disability Coordinators and assists with resolution of processing problems relating to disability applications.
- Liaises with representatives at post-secondary institutions to clarify and interpret disability program criteria and guidelines, request information, and resolve issues and concerns identified during processing and for audits; more complex issues are referred to the Supervisor.
- Participates in federal, provincial and territorial conference calls relating to the disability funding program, providing input and ensuring changes to criteria and guidelines are communicated to appropriate representatives and implemented within operational processes and procedures.

The Supervisor is supported in achieving the mandate and goals of the Disability Supports Unit.

- Collaborates with Assessing and Disability Support Unit, including other Disability Support Specialists and Post-Secondary Supervisors, and Ministry representatives to ensure coordination and integration of activities.
- Participates in committees and teams at the Branch, Division and Ministry levels, as well as at the cross-ministry level as assigned.
- Remains current and informed as to issues and developments applying to Assessing and Disability Support Unit operations, pro-actively recommending strategies and responses to address emerging and ongoing issues.
- Maintains awareness in emerging issues related to services and technologies that support learners with disabilities.
- Updates program information as needed to reflect program changes related to disability supports.
- Monitors and remains current on court proceedings, national disputes, human rights issues, etc. for students with disabilities.

Problem Solving

Typical problems solved:

This position processes student financial assistance applications for disability benefits. In addition, the position provides training and coaching to post-secondary Disability Coordinators pertaining to postsecondary students with disabilities receiving educational supports.

The Disability Supports Specialist is considered to have advanced knowledge in relation to funding programs available to students with disabilities on behalf of the federal and provincial governments, including associated program policies, criteria and guidelines. This expertise is applied when responding to inquiries and questions, collaborating on the development and implementation of operational policies and processes, and reviewing highly complex, unusual or sensitive review submissions and grant reconciliations.

The Specialist also participates as needed in the development of Schedule 4 training content for

postsecondary institutions.

Types of guidance available for problem solving:

This position works within the parameters of established legislation, regulations, policies, plans and guidelines, with significant discretion in determining priorities, areas of focus and approaches to responsibilities. The Supervisor provides general guidance, reviewing work for quality of ongoing leadership provided to postsecondary Disability Coordinators performing reassessment and disability audit functions and to the Client Resolution Unit. Direction is provided for major changes to program delivery processes, new programs and associated criteria and guidelines, and system modifications. Work is reviewed in terms of achievement of outcomes and quality of decisions made.

Matters with potential for significant impact on post-secondary operations, resource allocation, or program functions are discussed with the Supervisor and Manager. Decisions outside established policies, without clear precedent or with the potential for legal and/or political sensitivity are referred to and discussed with the Manager, as are major recommendations for changes to operational policies, standards and processes.

Direct or indirect impacts of decisions:

The impact of decisions and recommendations made by this position are significant, with the Disability Supports Specialist having considerable freedom to determine the most appropriate way to approach and resolve issues.

The Specialist is expected to make recommendations relating to the overall functioning of the post-secondary Disability Coordinators, and provide appropriate justification for determinations and decisions.

Key Relationships

Major stakeholders and purpose of interactions:

The Disability Supports Specialist has regular and ongoing contact with:

- Disability Supports Supervisor
- Assessing and Disability Supports Manager
- Student Financial Services teams (e.g., Assessing, Client Resolution Unit, Application Support Unit, System Integration and Maintenance, Program Financial Supports, Confirmation of Registration, Client and External Relations)
- Canada Student Financial Assistance Program and provinces and territories
- Representatives of other ministries (e.g., Assisted Living and Social Services)
- Disability Coordinators in post-secondary institutions across Alberta (and out of province as necessary)

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

Any major that is relevant

Job-specific experience, technical competencies, certification and/or training:

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Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		

Creative Problem Solving	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> • Asks questions to understand a problem • Looks for new ways to improve results and activities • Explores different work methods and what made projects successful; shares learning • Collects breadth of data and perspectives to make choices 	
Drive for Results	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Takes and delegates responsibility for outcomes:</p> <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	
Agility	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines 	

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)