



**RHODE ISLAND COLLEGE
JOB DESCRIPTION**

Position classification: PSA
Date created or revised: 9/9/2022
Exempt/Non-Exempt Status: Exempt
Responsible individual: Yes
Campus Security Authority: No

Title: Coordinator, Case Management
Status: Full-time, 35 hours per week
Grade: 8
Union Affiliation: PSA@RIC (Professional Staff Association)
Reports To: Director of Disability Service

PRIMARY PURPOSE:

Provides administrative coordination for case management and alternative testing services in the Disability Services Center by overseeing operational compliance measures, maintaining student records, administering testing accommodations, and offering transition support and referral services for students requesting disability-related accommodations at the College.

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

Direct Service Support:

- Work collaboratively with staff in the Disability Services Center (DSC) and Office of Diversity, Equity, and Inclusion (ODEI) in a diverse, inclusive and student-centered environment that supports students of various learning styles, cultures, identities, and life experiences.
- Provide effective customer service by having a thorough understanding of institutional infrastructure, student support resources, and applicable laws related to disability services in higher education.
- Manage email, phone, and front desk office communications in a manner that upholds the office's professional standards of courtesy, confidentiality, cultural sensitivity, and consistency in service delivery.
- Conduct introductory meetings with students to orient them to the accommodation request process and prepare them for the initial intake meeting.
- Facilitate documentation retrieval and interface with medical providers, K-12 school staff, rehabilitation counselors, and other disability-support personnel, as needed.
- Make informed referrals to institutional and community resources for academic support, health and wellness, financial assistance, vocational counseling, and related support services in consultation with the Director, Assistant Director, and Coordinator of Disability Services.
- Oversee alternative testing services for DSC, including coordination with faculty to administer accommodated tests in an in-person and online environment.
- Develop policies, procedures, and trainings that maintain test integrity and facilitate inclusive and equitable testing opportunities for students with disabilities.
- Train assigned student staff in office operations, customer service, and alternative testing.

Administrative Coordination:

- Monitor DSC and College systems to ensure accurate and up-to-date records, terminating records as appropriate, and informing supervisors of any issues with student records.

- Perform record-keeping related to invoicing and payments for departmental budget and grant projects.
- Maintain records of project expenditures, assisting with budgeting and project reporting.
- Facilitate student employment; schedule and supervise work-study student office workers.
- Maintain student/public spaces in the reception and testing areas.

Program and Resource Development:

- Develop disability-related training materials and resources for faculty, staff, students, and families.
- Assist other DSC staff with preparing communications for meetings, presentations, conferences, workshops, or other outreach events.
- In collaboration with the Director, develop and deliver in-person and online transition programming to help students with disabilities successfully transition into higher education.
- Contribute to the overall success of the DSC and the ODEI by performing all other duties as assigned.

Occasional Job Functions:

Perform other duties and responsibilities as assigned by the Director of the Disability Services Center within the scope of related work.

REQUIRED QUALIFICATION STANDARDS:

Education:

Bachelor's degree.

Experience:

Minimum 2 years' work experience related to adults with disabilities.

Skills, Knowledge and Abilities:

- Demonstrated strong interpersonal and communication skills to interact effectively with students, faculty, staff, external constituencies and the public.
- Demonstrated ability to work with diverse populations in an inclusive manner.
- Working knowledge of relevant state and federal laws associated with disability services in higher education.
- Ability to work independently and possess self-direction skills to be able to initiate plans, organize, prioritize, and coordinate work in a fast-paced environment with competing priorities and distractions.
- Strong critical-thinking, problem-solving, and conflict-resolution skills.
- Demonstrated ability managing confidential information and maintaining privacy in professional interactions.
- Working knowledge of and ability to operate standard office equipment including, but not limited to, desktop computer, laptop, copier, scanner, and printer.
- Proficiency in the use of common computer application programs (e.g. Microsoft Office Suite) in the course of assigned duties.

- Demonstrated ability navigating complex administrative systems like student information systems, learning management systems, and/or financial systems.
- Demonstrated ability maintaining detailed and accurate records.

PREFERRED:

- Master's degree in related field.
- Bilingual in English / Spanish (fluent in speaking and writing).
- Experience working in college disability services settings.
- Familiarity with assistive technology.
- Supervisory experience.

ENVIRONMENTAL CONDITIONS:

The employee is not exposed to known adverse environmental conditions.

The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.