POSITION DESCRIPTION

Position Title: Disability Administration Officer
Organisation Unit: Student Services
Position Number: 1169237
Type of Employment: Full Time, Fixed Term until December 2018
Classification: Hew Level 4

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience –the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

Organisational Environment

The Student Services Directorate is part of the Student Affairs Division, which also comprises the Health Service and Student Employability Centre. The Student Services Directorate is a unit with a strong focus of providing a broad range of student services including enhancing the student experience and assisting the institution in improving student retention. It comprises of the following sub-units: the Learning Hub, Student Counselling, First-Year Engagement, Accommodation Services, Multi-faith Chaplaincy and is expected to work closely with other Directorates in the Student Affairs Division. Services are delivered across the St. Lucia, Gatton and Herston campuses.

Information about the Directorate may be accessed on the Student Services web site at http://www.uq.edu.au/student-services

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

To provide administrative support to the Learning Hub’s Disability Service, through the coordination of the Peer Notetaking Program, assistance with the Disability Management System (DMS), management of loan equipment, recruitment and supervision of casual staff, procurement of goods and services, creation and submission of a yearly claim for funding on behalf of UQ, liaising with UQ community and the wider community in regards to the services provided and accurate record-keeping. The Disability Administration Officer also coordinates the activities of the Alternate Print Service – a service providing re-formatted study material for students with a visual or learning impairment

Duties

Duties and responsibilities include, but are not limited to:

Administration

- Coordinate the Peer Notetaking Program:
  - Liaise with Disability Advisers and Course Coordinators regarding student requirements
  - Assign Peer Notetakers to recipients when required
  - Arrange payment for Peer Notetakers
  - Maintain accurate records of expenditure
- Manage and maintain Disability Service’s loan equipment:
  - Maintain accurate equipment records
- Distribute equipment to students and provide training on its use
- Coordinate maintenance requirements of equipment

- Maintain accurate records in the Disability Management System (DMS)
- Compile the annual DIISTE (Federal Govt funded) Application for Funding for Additional Support for students with disabilities.
- Analyse financial reports and identify and correct anomalies in transactions.
- Liaise with manager regarding Disability budget and expenditure.
- Supervise a number of casual staff, including delegating work, and responsibilities for HR and other matters related to their employment. Provide first-line advice and training for casual staff on procedures and regulations.
- Coordinate Peer Assistants (PA) and Access Tutors (AT), including recruitment and induction, and collating and submitting relevant paperwork for employment/engagement.
- Co-ordinate the checking of timesheets for all casual staff, including PA & AT, check the hours claimed against time allocated per contract for financial accountability.
- Manage the Disability Management System (DMS) contracts for casual staff.
- Liaise with academics, schools and faculties and Examinations with the focus of increasing accessibility for students
- Initiate contact with academics that seem unsure or reluctant to address Student Access Plans, providing disability specific knowledge and explanations where necessary.
- Ensure that Course Coordinator contact information is accessible for the DMS, and liaise with ITS when needed.
- Monitor Disability and PNT inboxes, including actioning, usually replying to, correspondence from potential students, current students, contact from other Universities, and current academic staff.
- Request, manage the delivery of, and arrangement pay for services such as transcription, remote captioning, interpreters and equipment servicing.
- Provide student orientation and be first point of contact for AT rooms.
- Manage the basic maintenance of equipment and software, the usage of the rooms, and replenish consumables (i.e. printer paper).
- Request access for student swipe cards and booking system, and trouble shoot issues when reported.
- Liaise with Library and ITS staff
- Provide disability specific assistance (e.g. mobility for vision impaired) and physical and technical support where required.
- Liaise with the DMS ITS team to problem solve and improve the system
- Assist in the creation of marketing material, attend and represent the University at expos and presentations on campus and off.

Alternate Print Service (APS)

- Liaise with Disability Advisers and students to clarify which materials require reproduction in an alternate format
- Source material through Course Coordinators, the University Library and publishers
- Coordinate the production of alternate print material in a timely manner, using permanent and casual staff resources, outsourcing, and own efforts.
- Produce alternate print material using specialist software/equipment
- Maintain up-to-date knowledge of alternate print equipment, software and practices
- Maintain accurate records of alternate print activities for inclusion in the annual application for Assistance for Students with a Disability (DlISRTE)
- Any other duties as reasonably directed by your supervisor

**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
- the [University’s Code of Conduct](#)
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

**Organisational Relationships**

The position reports to the Manager, Disability.
SELECTION CRITERIA

**Essential**

- Diploma in a relevant discipline e.g. human services or administration with relevant work related experience; or Completion of a Certificate IV with relevant work experience; or a Certificate III with extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Excellent interpersonal skills including the ability to communicate effectively with clients by telephone, email and in person
- Ability to organise information in a clear and logical format, and keep reliable and accurate records
- Strong skills in utilising standard office applications (Word, Excel, Outlook, Internet Explorer) and a willingness to learn other relevant software as necessary
- Excellent attention to detail
- Demonstrated ability to use initiative, work independently and prioritise own workload to meet deadlines
- Strong commitment to customer service principles
- Ability to relate with sensitivity, confidentiality and discretion to people of varied backgrounds and ages
- Ability to work co-operatively and supportively as a member of a team

**Desirable**

- Experience delegating to and coordinating workloads of other staff to achieve deadlines is desirable
- Knowledge of, or capacity to quickly acquire knowledge of, Alternate Print software, equipment, practices and relevant applications of different formats

The University of Queensland values diversity and inclusion. Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi.recruitment@uq.edu.au

Applications are also encouraged from women. **This role is a full-time position; however flexible working arrangements may be negotiated.**