POSITION DESCRIPTION

Position Title: Accessibility and Learning Support Officer

Organisation Unit: Learning and Research Services
Library

Position Number: 3048195

Type of Employment: Full Time Fixed Term

Classification: Hew Level 6

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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://uniqest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Library is integral to learning, discovery and engagement at The University of Queensland. We provide access to quality scholarly information resources and quality client focused services and spaces to support teaching and research at The University of Queensland. We partner with the UQ and wider community to provide pathways to enrich learning and research.

The University of Queensland Library has one of the largest collections amongst Australian academic libraries and is by far the largest in Queensland. The collection includes access to 2.4 million book titles (electronic and print) and 148,000 journal titles (electronic and print). Our institutional repository, UQ eSpace, houses over 330,000 items authored or co-authored by UQ affiliated researchers, including more than 196,000 journal articles, 61,000 conference papers, and 19,000 theses.

Information about the Library may be accessed on the Library’s web site at http://www.library.uq.edu.au.

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-ug

DUTY STATEMENT

Primary Purpose of Position

This position will work both individually, and as part of multiple teams to support members of UQ with a long or short term disability in using the full range of facilities and resources of the Library.

This position will work in partnership with other units who support staff and students with a disability to ensure that their information needs are anticipated and met. The position will also promote the various accessibility functions of information resources to all students and staff.
Duties

Duties and responsibilities include, but are not limited to:

- Work with students and staff in the effective use of assistive technologies to access Library resources
- Provide training/staff development for Library staff around creation of accessible content and other inclusive practices, to support them in assisting other UQ staff and students.
- Develop web content to provide clear support for students and staff who use assistive technologies
- Provide help and advice to students and staff who use assistive technologies to engage with the facilities and resources of the libraries, including offering drop-in clinics and making appointments for one-to-one assistance and support.
- Be visible as the first point of contact/support person for students/staff who use assistive technologies in the Library
- Work across Library teams to explore accessibility options/issues and ways of working
- Gather input from students and staff with a disability to inform Library services
- Publicize, improve awareness of the accessibility of Library services among staff and students and among Disability Advisors
- Establish mechanisms by which appropriate equipment, facilities, and services are available within the libraries to meet learning support needs of students and staff with disabilities
- Develop and deliver workshops for students on productivity/accessibility tools
- Develop connections and work with UQ business including Information Technology and Student Services
- Make recommendations about Library spaces to ensure they are accessible and inclusive
- Keep up to date with assistive technologies and trends and identify opportunities, including liaison with professional bodies such as CAUL and CAUDIT.

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 of 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 Lead Technology Trainer, Digital Scholars Hub.
SELECTION CRITERIA

- An undergraduate degree, or teaching qualification and experience in providing support to student and staff in an educational institution

- An understanding of the contribution of libraries to the academic experience of both students and staff.

- Understanding and experience in disability issues including support for learning

- Understanding of accessibility guidelines when preparing and editing information for the web and training workshops

- Experience in preparing and delivering training programs

- Excellent IT skills and knowledge of software programs that support people with disabilities together with the ability to demonstrate complex software in a clear and understandable way

- Excellent communication, customer service and presentation skills

- Ability to work flexibly, independently and collaboratively in a busy, client-focused and changing environment to respond to priorities and meet deadlines

Please note:

- The University of Queensland Library reserves the right to transfer staff to any of its services.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the Human Resources Advisor (central-hr-advisory@uq.edu.au).