



Disability Accommodation Manager Job Description

JOB INFORMATION

Job Code:	117028
Job Title:	Disability Accommodation Manager
FLSA Status:	Exempt
Supervisory:	Supervises employees who do not supervise.
Job Family:	HR Administration
Job Family Group:	Human Resources
Management Level:	5 Manager

JOB SUMMARY

Manages the Americans with Disabilities Act of 1990 (ADA) accommodation process for university employees with disabilities. Manages the interactive dialogue process and return-to-work efforts, and supervises a team of coordinators who conduct the interactive dialogue process with employees, managers, HR partners, and medical professionals to facilitate accommodations.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		5 years	
	X	7 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Knowledge of ADA/504 and related state laws.
X		Able to work collaboratively with campus partners, professionally and compassionately with employees, and with the highest levels of discretion.
X		Able to manage details and program execution.
X		Excellent written and communication skills.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to resolve conflict.
	X	Experience in change management and clinical documentation.
	X	Experience supervising professional staff.

Other Job Factors

- This position is designated as a Campus Security Authority (CSA) under the Clery Act and must comply with the requirements of said designation.

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Manages the ADA interactive dialogue process. Responsible for developing, implementing, and distributing university-wide interactive dialogue procedures, processes, and best practices. Serves as primary point of escalation in difficult or challenging cases across the university. Performs outreach across campus to gather feedback to improve process.				
Supervises a team of coordinators who conduct the interactive dialogue process with employees, managers, HR partners, and medical professionals to facilitate accommodations. Oversees team output and arranges follow-ups, ensuring that all work restrictions requested are objective, quantifiable, and medically supported, and that employees are able to perform the essential functions of their positions.				
Oversees the university's accommodated medical leave policy and manages return- to-work efforts through an interactive dialogue process with managers, treatment providers, and employees. Determines and facilitates long-term accommodation eligibility as required.				
Develops and manages case management systems for data in compliance with local, state, and federal regulations. Uses data management systems to collect and report appropriately de-identified data that supports the university's EEO and injury prevention programs.				
Develops and provides training for managers and HR partners.				
Maintains currency with trends and innovations in the workplace environment as they relate to workers with disabilities, and serves as a disability accommodation subject matter expert for the USC Community.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.