



Senior Disability Accommodation Specialist Job Description

JOB INFORMATION

<i>Job Code:</i>	117027
<i>Job Title:</i>	Senior Disability Accommodation Specialist
<i>FLSA Status:</i>	Exempt
<i>Supervisory:</i>	May supervise staff, student, temporary or resource workers.
<i>Job Family:</i>	HR Administration
<i>Job Family Group:</i>	Human Resources
<i>Management Level:</i>	8 Individual Contributor

Senior Disability Accommodation Specialist

JOB SUMMARY

Provides high-level expertise in all applicable state and federal employment-related disability accommodation laws to faculty and staff across the university. Ensures the university meets legal obligations and its commitment to individuals with disabilities by providing detailed individualized assessments of accommodation requests. Oversees comprehensive review of requested accommodations, supporting medical documentation and essential functions of the role. Collaborates with senior leaders and managers across the university to help implement and manage reasonable accommodations. Provides consultative guidance to university leadership in complex situations involving multiple university offices, intersecting separate state and federal laws and university policy. Implements university policy and ensures compliance with numerous state and federal laws. Champions the university's vision, culture and values.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>	
X		Bachelor's degree		
	X	Master's degree		In
	X		Human Resources	Or
	X		Business Administration	Or
	X		Law	Or
	X		in related field(s)	

Additional Education

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

X Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>	
X		7 years	in leave administration, claims management, or ADA accommodations.	
	X	10 years		
	X	2 years	in a leadership role.	

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		Expertise in federal and state Disability Laws and Regulations (e.g., ADA, FEHA) and federal and state Medical Leave Laws and Regulations (e.g., FMLA, CFRA, PDL Act).
X		Familiarity with Equal Employment Opportunity (EEO) regulations and disability laws applicable to the position.
X		Experience in disability management, return-to-work administration, accommodations, and the interactive process.
X		Experience handling complex cases involving significant mental health issues, poor performance and conduct issues.
X		Excellent written and oral communication skills and attention to detail, able to exercise discretion with confidential information.
X		Demonstrated ability to influence executive-level stakeholders.
X		Familiarity with Equal Employment Opportunity (EEO) regulations and healthcare laws applicable to individual positions (e.g., HIPAA). Ability to discern appropriate application of broad range of laws (e.g., ADA, FEHA, CFRA, WC).
X		Team-oriented self-starter with excellent relationship-building skills, able to work independently and proactively and provide support and guidance as needed on projects.
X		Ability to assist in developing and modifying guidelines, procedures, policies, and documentation within the department and university.
X		Ability to quickly gain familiarity with university policies and procedures and apply consistently and fairly.
X		Demonstrated emotional intelligence and exceptional professional judgment, allowing for effective outcomes when senior stakeholders (e.g., directors, AVPs, deans) are reluctant to accept approved accommodations.
X		Demonstrated fairness, impartiality, and integrity in decision-making in ambiguous situations.
X		Proficiency with Microsoft Office.
X		Demonstrated organizational and analytical skills, able to think strategically and creatively.
X		Experience in disability management, return-to-work administration, reasonable accommodations, and the interactive process.
X		Demonstrated ability to analyze and resolve complex issues around various business and accommodations-related issues.
	X	Demonstrated use of sophisticated and nuanced professional judgment to effectively navigate challenging interpersonal situations.
	X	Experience in a large university environment.
	X	Familiarity with university policies.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
X			Certified Leave of Absence Specialist, ADA Coordinator certification, or similar certifications.
X		SHRM (Human Resource Certification)	SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) certification credential, or other comparable certification.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Provides individualized assessment for complex and/or escalated accommodation requests from faculty or staff with a disability or medical condition through an interactive process, following established guidelines. Assesses job functions, consults with employees and reviews medical documentation to identify and anticipate potential accommodations. Analyzes potential accommodations, evaluating reasonableness and potential hazards. Consults with employee				

JOB ACCOUNTABILITIES

	<i>% Time</i>	<i>Essential</i>	<i>Marginal</i>	<i>N/A</i>
leadership to understand the department's ability to support accommodations, considering department concerns and identifying additional accommodation options, as necessary. Determines and implements the most appropriate accommodation. Monitors the effectiveness of the accommodation and reengages the interactive process, as necessary. Holds institutional authority to determine appropriate accommodations, providing final say on escalated cases.				
Oversees individualized assessment for non-statutory Medical Leave of Absence accommodations and return-to-work accommodations in partnership with appropriate stakeholders. Demonstrates knowledge of and maintains currency with laws governing medical leave (e.g., Family and Medical Leave Act, California Family Rights Act, Workers' Compensation). Provides direct support on complex work-related accommodations in coordination with relevant university departments				
Maintains thorough and accurate documentation of interactive processes, tracking and reporting on accommodations. Ensures production of case summaries and supporting evidence for university counsel and testifies in depositions and trials. Maintains proper use of and safeguards on personally identifiable and protected health data consistent with all applicable privacy laws and university policy.				
Collaborates with executive-level university stakeholders to respond to complex employee accommodations matters. Advises senior academic leadership on faculty-related accommodations, student impact and the intersection of accommodations and faculty policies.				
Assesses complex cases for medical separation of employment and makes recommendations to leadership. Prepares Medical Separation communications to employees. Coordinates fitness-for-duty evaluation. Delivers customized training to their client groups.				
Stays current with the latest industry knowledge, best practices, and federal and state laws. Guides working approaches in response to received feedback. Refines policy and processes to ensure adherence to the division's and university's overall strategy. Encourages a workplace culture where all employees are valued, value others and have the opportunity to contribute through their ideas, words and actions, in accordance with the USC Code of Ethics.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
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.