



## Classification Description

---

**Job Title:** Director, Adaptive Services

**Pay Grade:** 118

**Job Code:** 3466

**FLSA Status:** Exempt

### **Job Purpose**

This position coordinates College programs and responsibilities to assure compliance with the Americans with Disabilities (ADA) Act, Sections 503 and 504 of the Rehabilitation Act of 1973, and other federal and state laws and regulations pertaining to persons with disabilities.

The Director of Adaptive Services is responsible for coordinating and tracking College policies and procedures relating to persons with disabilities; coordinating compliance with state and federal laws relating to persons with disabilities; filing all necessary reports with the appropriate agencies and/or individuals; and providing consultative services to employing units and offices.

The scope of responsibility includes public and student access to educational programs and facilities.

Administers and directs a comprehensive College wide program(s) for students with disabilities to ensure the College maintains compliance with federal and state laws designed to eliminate discrimination. The position is responsible for performing a variety of administrative and supervisory duties related to student development as well as the provision of educational support services which includes but is not limited to intake, appropriate referrals and facilitating classroom accommodations, creating equal opportunity and equal access to the College's programs and activities while maintaining confidentiality of the participants of the Office of Adaptive Services.

### **General Responsibilities**

#### **Essential Functions**

Ensures that appropriate processes are in place to provide for the prompt and equitable resolution of complaints and inquiries from College students, as well as the public regarding compliance with the ADA and other applicable federal and state laws regarding discrimination on the basis of disability.

Provides leadership in the administration, organization and development of College support services for students with disabilities; assures consistency of objectives, as well as compliance with policies and procedures College-wide.

Ensures the College offers a wide variety of services to students with disabilities, including determining appropriate accommodations and communicating reasonable accommodations to

## DIRECTOR, ADAPTIVE SERVICES

faculty and staff, implementing test proctoring accommodations, offering access to the latest in Adaptive computer technologies and a variety of auxiliary aids, creating social and recreational programming opportunities and serving as a liaison to other College departments.

Maintains accurate and complete student records by documenting information in a timely manner.

Provides appropriate referrals for diagnostic assessment of students with disabilities and determination of eligibility for support services; develops and implements plans and policies to facilitate and improve students' services and programs; assures compliance with state and federal laws and regulations applicable to educational opportunities and accessibility for students with disabilities.

Maintains communication with faculty and staff College-wide and various agencies to coordinate program services, exchanges information and referral services for students with disabilities; maintains knowledge of current legislation and technology related to programs and services for students with disabilities.

Monitors, understands and interprets trends and developments in the field and creatively translating those developments, when appropriate, into departmental policies and procedures. In collaboration with College leadership, works to increase awareness of disability as a facet of diversity and to promote and further the integration of disability considerations into the College's culture, policies and practices.

Identifies and provides strategies/techniques to students with disabilities which promotes self-awareness and increases opportunities to overcome personal, social, or behavioral problems affecting educational goals.

Plans, organizes and arranges appropriate staff development programs and activities for faculty and staff to increase awareness and ensure the exchange of appropriate information and provides orientation for new employees regarding the Office of Adaptive Services.

Organizes, attends or chairs a variety of administrative and staff meetings as required; serves on committees and special projects as assigned; coordinates programs and services as required with appropriate College leadership.

Notifies facilities of access issues in order to assist in the elimination of campus architectural barriers.

Maintains knowledge of current instructional methods and new technologies pertinent to assigned programs; learns and applies emerging technologies and advances (e.g., computer software applications) as necessary to perform duties in an efficient, organized and timely manner.

Demonstrates sensitivity to a vast understanding of the disabilities within diverse academic, socioeconomic, cultural, and ethnic backgrounds of students.

Creates and implements programming, education, and training for all four (4) campuses with Adaptive Staff.

## DIRECTOR, ADAPTIVE SERVICES

In cooperation with appropriate College leadership, assists with developing and implementing quality improvement initiatives and other administrative directives as requested.

Participates in the development of annual budgets, prepares and allocates costs within the budget and monitors expenditures.

In collaboration with the appropriate College leadership, promotes the enrollment of students with disabilities into vocational and educational programs, both off-campus and on-campus.

Implements training and education to all students, faculty, and staff to ensure that all four (4) FSW campuses are ADA compliant.

Manages recruitment of students with disabilities, intake services, accommodations and the provision of auxiliary aids as well as alternate formats of printed materials and works closely with Director, Student Transitions for Orientation and New Student Welcome.

Supports Assistant Director in supervision, training, and assigning tasks to Student Assistants.

Manages and requests interpretative and transcriptionist services with local entities based on supporting documentation of disability.

Coordinates funding and provides referral services through other community agencies for students with disabilities College-wide.

Works closely with Care Services and assists with Care Reports and Crisis management for students.

Oversees departmental participation and attendance at high school transition staffing meetings College-wide and ensures all necessary staff meetings and appropriate conferences are properly attended by designated Adaptive Services liaisons.

Collects data, prepares and disseminates reports specifically documenting progress toward and completion of all program objectives in the form and by the date assigned; utilizes statistics to anticipate budgetary needs and to improve proficiency of services provided.

In collaboration with appropriate College leadership, assesses and identifies staffing needs within the department and assists in the process of requesting, creating, and recruiting new and vacant positions. Trains, supervises, evaluates and directs the work of personnel as assigned; participates in the selection and hiring processes.

Oversees daily operation of the Lee Campus Office of Adaptive Services; maintains effective communication and training with Charlotte, Collier, Hendry/Glades Adaptive Services staff to ensure consistency of services College-wide. Meets regularly as a College-wide team to promote continuity and consistency within the program/department.

## DIRECTOR, ADAPTIVE SERVICES

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

### **Knowledge, Skills and Abilities**

#### **Minimum Qualifications**

Master's degree from a regionally accredited institution of higher education in Higher Education, Psychology, or related field.

Three (3) years of full-time related professional work experience, preferably with regards to effective implementation of reasonable accommodations with a variety of disabilities within a post-secondary atmosphere.

Ability to travel to businesses, schools and other locations independently.

Experience using a personal computer, office software such as MS Office and Learning management system, data bases like BANNER and Maxient, as well as electronic mail.

Demonstrated ability to:

- Use previous experience to implement the interactive process with students with disabilities or at-risk students in a post-secondary educational system effectively.
- Use knowledge of Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Amendments Act of 2008, the Family Educational Rights and Privacy Act, and other appropriate laws through the interactive process.
- Embrace the ideals of universal design, diversity and inclusiveness and support the equal rights of all people by advancing the understanding and appreciation of differences.
- Provide flexible, responsive and high-quality services to all, be they students, community patrons, faculty or staff, and continuously assess processes and procedures and revise accordingly.
- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position and implement effectively in a timely manner.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Take initiative and independently plan, organize, coordinate and perform work in various situations in a fast pace environment where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work proficiently in a fast-paced, demanding environment.
- Work autonomously in a fast-paced environment.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.

## DIRECTOR, ADAPTIVE SERVICES

- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

### **Critical Skills/Expertise**

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

### **Work Conditions/Physical Demands/Special Conditions**

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: July 29, 2013. Revised: July 1, 2014, December 12, 2014, June 30, 2022(R), and December 13, 2022. Revised: July 1, 2023.