

UNIVERSITY OF SOUTHERN CALIFORNIA

Disability Accommodation Manager

Job Code: 117028

OT Eligible: No

Comp Approval: 6/23/2020

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 ACCOUNTABILITIES:

***E/M/NA % TIME**

- | | | |
|-------|-------|--|
| _____ | _____ | 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. |
| | | Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time. |

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes 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.

JOB QUALIFICATIONS:

Minimum Education:

Bachelor's degree

Minimum Experience:

5 years

Minimum Field of Expertise:

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

Preferred Education:

Master's degree

Preferred Experience:

7 years

Preferred Field of Expertise:

Experience in change management and clinical documentation. Experience supervising professional staff.

Supervises: Level:

Supervises employees who do not supervise.

SIGNATURES:

Employee: _____ Date: _____

Supervisor: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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