



POSITION DESCRIPTION

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Employee Name:	<u>UReturn Access Consultant</u>	Employee ID:	<u>0000000</u>	Campus (check one): <input checked="" type="checkbox"/> Twin Cities <input type="checkbox"/> Crookston <input type="checkbox"/> Duluth <input type="checkbox"/> Morris <input type="checkbox"/> Rochester
College/Admin Unit:	<u>Office for Equity and Diversity</u>			
Department/Unit:	<u>Disability Resource Center</u>			
Classification Title:	<u>Coordinator</u>	Job Code:	<u>9354</u>	
Working Title:	<u>Access Consultant</u>			

By entering my name , I am certifying that this information accurately reflects my position.	
<i>Employee Name</i>	<i>Date</i>
<i>Supervisor Name</i>	<i>Date</i>

Summary: In 3-4 sentences, briefly but specifically, summarize the primary purpose of the work performed.

The Access Consultant provides or arranges for reasonable accommodations for all staff and faculty with disabilities or medical conditions to ensure access to employment, programs, facilities, services, and activities on campus. The Access Consultant also works on behalf of all persons with disabilities to improve the understanding and support of the University community. The Access Consultant provides ongoing consultation and support to supervisors and departments. This position serves all University of Minnesota employees and departments on all University of Minnesota campuses. This position reports to the Associate Director of the Disability Resource Center for Employee services/UReturn.

Essential Functions: *Primary responsibilities an employee **must** perform, with or without reasonable accommodation.*

List up to six **essential functions** of the position, indicating the **most important** first, and the approximate percentage of time spent on each over the course of a year. **Only** list duties or responsibilities that require 10% or more (equivalent to half of a day per week or 5 weeks per year) of the position's time.

An essential function of the UReturn Access Consultant position is to provide information, referral, and support to employees with medical conditions or disabilities, supervisors, Human Resources, and union representatives.

- Regular communication with employees, supervisors, Human Resources, union representatives and other stakeholders. Communication may include in-person, phone and written communication.
- Assist employees with obtaining medical documentation and determining the need for reasonable accommodations/adjustments.
- Assist employees in understanding their legal rights and responsibilities, promoting employee self-advocacy, independence and development.
- Provide adjustment counseling to employees regarding the impacts of a disability in an employment environment; and psychosocial aspects of a working environment for an employee with a disability or medical condition.
- Maintain strict confidentiality in verbal and written communications.
- Assist Human Resources and department supervisors in identifying essential and marginal functions of employee positions. Conduct on-site job analyses as needed.
- Assess the interaction of the employee's functional limitations with the employment environment and develop a plan for reasonable accommodations.
- Coordinate the provision of reasonable accommodations as identified through the interactive process.
- Facilitate problem-solving groups with employees, supervisors, Human Resources, union representatives and other stakeholders.
- Facilitate communication between faculty, staff, and employees with disabilities, as well as Short-term Disability, Long-term Disability and Workers Compensation stakeholders.
- Consult with claims examiners, Risk Management, Department of Environmental Health and Safety, and other internal partners.
- Provide general career development and job seeking skill instruction as needed.
- Document and maintain up-to-date, accurate case records in the electronic database and in the hard file.

70 % of Time

Essential Functions: *Primary responsibilities an employee **must** perform, with or without reasonable accommodation.*

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An essential function of the UReturn Access Consultant position is providing outreach, training and institutional support to the University community:

- Provide on-going consultation and problem-solving assistance to University of Minnesota departments and Human Resources in the provision of services and accommodations for employees with disabilities and medical conditions.
- Participate in University committees, task forces, networks and liaisons to advance the development of the Disability Resource Center and the University of Minnesota.
- Provide professional opinion regarding actions taken on behalf of faculty and staff in formal grievances, arbitrations, depositions, and other forums as requested by the Associate Director of the Disability Resource Center, and the University Office of the General Counsel.
- Provide on-site training (formal and in-formal) to the University and the community on disability-related topics to promote awareness, sensitivity, and competence in ensuring equitable access for employees with disabilities and medical conditions.
- Provide guidance to University departments to ensure compliance with legislation regarding individuals with disabilities.
- Provide information and training on federal and state disability laws regarding access for people with disabilities; specifically ADA and FMLA
- Provide consultation/technical assistance on disability or medical issues as needed or requested by individuals and groups at the University.
- Maintain membership and involvement with relevant professional organizations and participate in professional development activities through presentations, publications, attendance at conferences and/or related activities.
- Participate in community-based organizations serving individuals with disabilities.

30 % of Time

If there are any additional essential functions that account for less than 10% of time, list them below:

Budget Responsibilities: Check the item(s) below that describe the incumbent's involvement in the budgetary process.

Not Applicable Plan Prepare Forecast Monitor Approve

Describe:

Education: Indicate the minimum level of education required to effectively perform the position's essential functions. If a higher level of education is preferred, please indicate that as well. **Check only one educational level in each column.**

Required	Preferred		Field of Study:
<input type="checkbox"/>	<input type="checkbox"/>	Doctoral/advanced degree	_____
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Master's degree	_____
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Bachelor's degree	Rehabilitation Counseling, Social Work, Industrial Psychology, Counseling Psychology, or a related field
<input type="checkbox"/>	<input type="checkbox"/>	Associate's or vocational/technical school degree	_____
<input type="checkbox"/>	<input type="checkbox"/>	Vocational or technical training	_____
<input type="checkbox"/>	<input type="checkbox"/>	High school diploma or GED	

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

Other professional licensures, certifications, or designations required:

Work Experience: Indicate the minimum level of work related experience required to effectively perform the position's responsibilities. This is not necessarily the same as the incumbent's experience. **Check only one box.**

Less than 12 months
 1 – 3 years
 3 – 5 years
 5 – 8 years
 More than 8 years
 Other

Time to Proficiency: Indicate the minimum level of time required to be fully proficient in the position. **Check only one box.**

One month or less
 Three months
 Six months
 One year
 More than a year

Problem Solving: Indicate the nature of problems regularly encountered by this position. **Check only one box.**

- Most situations resolved using standard procedures and established guidelines
- Situations somewhat varied; requires application of specific technical skills and expertise
- Varied situations that require significant analysis or interpretation; general precedents and practices used, but may be modified
- Highly varied and unpredictable situations, complex and often non-recurring; new and creative approaches required

Provide an example to support your selection above:

Each case of direct service has it's own unique set of circumstances. Variables include (but are not limited to) people, department, tasks performed, and medical circumstance. Case management requires weighing factors on a case-by-case basis (legal directive) and creativity toward resolution. When assessing the interface between and an employee's functional limitations and the work environment, no two cases are the same, and there is often no one, correct way to resolve an issue. In order to find a balance between the needs of the employee and the needs of the department, devising an individual plan for accommodation requires critical examination of the essential outcomes of the position, and the impact of the presenting medical issues. Identifying appropriate

Problem Solving: Indicate the nature of problems regularly encountered by this position. **Check only one box.**

accommodations to mitigate barriers requires ingenuity and innovation. Conducting research and consulting expert resources are regular parts of the process of determining reasonable accommodations.

In this position, the main point of resolution is determining workplace adjustments and accommodations that support a path to employee and department success. This often requires negotiation since perceptions of reasonableness are often incongruent. This position frequently involves utilizing resources such as Human Resources, the Office of the General Counsel, the Office of Equal Opportunity and Affirmative Action, the Office of Conflict Resolution, and the Department of Environmental Health and Safety to temper disagreements as it relates to an employee's ability to be successful in their current position.

Facilitating discussions that include individuals with expertise in a particular discipline are critical in finding resolution, and are routine practice for the Access Consultant. Providing honest, sometimes-disfavored feedback, and engaging in challenging discussions with employees and departments are a necessary parts of the position.

In order to ensure that the University is acting in compliance with laws regarding individuals with disabilities, and with University policy, it is the Access Consultant's responsibility to directly advise departments, and/or suggest that departments consult with Human Resources or the Office of the General Counsel for guidance when appropriate. It is also the responsibility of the Access Consultant to use sound judgment, and alert appropriate parties when concerns about possible non-compliance arise to mitigate potential risk to the University.

The Access Consultant regularly provides employees adjustment counseling as it relates to work-related impact of a medical condition. Employees registered with UReturn experience a wide-range of disabilities and medical conditions. Employees may be facing the onset or exacerbation of a medical condition. An Employee may be in a crisis, or facing a serious, life-threatening illness. Counseling individuals who are in vulnerable positions requires a considerable amount of judgment and discretion. Ensuring that employees, especially those who are in distress are safe, and connected to appropriate resources is a critical part of the Access Consultant position. Resources may include (but are not limited to) the Employee Assistance Program, an Employee's medical team, crisis management resources, or the Employee's personal support network.

*Response required

Independence of Action: Indicate the position's independence of action. **Check only one box.**

- Works under general supervision; progress and outcomes are frequently reviewed
- Outcomes are monitored by supervisor/manager; incumbent follows precedents and procedures, sets priorities, and organizes work within general guidelines
- Existing practices are used as guidelines to determine work methods; incumbent works independently and resolves most problems without assistance
- Incumbent sets own goals and determines how to accomplish results with few guidelines to follow, although precedents may exist; supervisor/manager provides broad guidance and overall direction

Provide a typical example to support your selection above:

The Access Consultant is responsible for managing their own individual caseload, and for independently developing accommodation plans for each of their clients. Accommodation plans are reviewed and justified by case consultation with the team and the Associate Director of UReturn, however it is largely the Access Consultant's responsibility to effectively manage their caseload and keep cases moving toward resolution.

As a regular part of case management, the Access Consultant is responsible for independently providing guidance to supervisors with the goal of reaching resolution while maintaining strict compliance with legislation and University policy. The Access Consultant must demonstrate knowledge of current legislation, available resources, and be able to independently and effectively communicate with departments and relevant stakeholders.

***Response required**

Physical/Environmental Demands: Indicate the typical physical and/or environmental demands required to effectively handle the position responsibilities and their frequency.

Office environment / no specific or unusual physical or environmental demands.

Specific physical requirements or environmental exposures.

Provide examples if the specific physical requirements box is checked (e.g., exposure to hazardous materials):

Additional Information: Please describe as clearly and concisely as possible any additional information that would be important to fully understand the role, responsibilities, nature and scope of the position.

The Office for Equity and Diversity (OED) is responsible for the University of Minnesota's system-wide equity and diversity initiatives and programs, and for infusing the core values of equity and diversity into all aspects of teaching, learning, research, service, and outreach at the University. OED includes the following units housed on the University's Twin Cities campus: Business and Community Economic Development; Disability Resource Center; the Office for Diversity in Graduate Education; the Office of Equal Opportunity and Affirmative Action; the Gay, Lesbian, Bisexual, Transgender, Ally Programs Office; the Multicultural Center for Academic Excellence; and the Women's Center.

COMPLETE THIS SECTION ONLY IF THIS POSITION HAS NON-STUDENT SUPERVISORY RESPONSIBILITIES.

Supervisory Duties: Indicate the type and scope of supervisory responsibilities of this position by checking the box that best applies.

Percentage of time spent on (non-student) supervisory duties: 0 %

Are hours of work generally different than the incumbent's immediate supervisor?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Is the work area in a different location than the incumbent's immediate supervisor?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Please note responsibility for the following duties:			
<i>LEAD WORK = mix of 0s, 1s, 2s</i> <i>SUPERVISORY = majority of 2s</i>	<i>0 – no responsibility</i> <i>1 = may provide input to supervisor</i> <i>2 = full authority and/or recommendations almost always followed</i>		
Hiring			
Selects applicants to be interviewed?	0	1	2
Interviews applicants?	0	1	2
Makes hiring decision?	0	1	2
Transfer			
Authorizes/approves transfer of employee to another work area?	0	1	2
Suspend			
Issues suspension of an employee?	0	1	2
Writes the substance of a written letter for suspension?	0	1	2
Promote			
Has authority to promote an employee (reclassification or hire)?	0	1	2
Reward			
Grants merit increases or similar salary adjustments	0	1	2
Please note responsibility for the following duties:			
<i>LEAD WORK = mix of 0s, 1s, 2s</i> <i>SUPERVISORY = majority of 2s</i>	<i>0 – no responsibility</i> <i>1 = may provide input to supervisor</i> <i>2 = full authority and/or recommendations almost always followed</i>		
Direct Work			
Trains or orients new employees in the performance of their job duties?	0	1	2
Rejects or approves work of an employee	0	1	2
Conducts and/or signs performance reviews as the employee's supervisor?	0	1	2
Assignment of Work			
Assigns work and direct priorities to employees?	0	1	2
Discharge			
Issues discharge of an employee?	0	1	2
Discipline			
Issues oral and/or written warnings to an employee?	0	1	2
Grievances			
Hears and responds to grievances on behalf of the University?	0	1	2
Grants or denies a grievance?	0	1	2

Supervisory Duties: (Non-Student) Employees Supervised

Please include number of employees for each classification and whether Seasonal/PT/FT.

Please follow the instructions below to access the recruiting system to view applications for the UReturn Access Consultant/Temp position.

- Log into **MyU** and click on **Key Links** near the top of the page. Using Chrome search engine works best for viewing applications. Safari search engine doesn't work, will not be able to see applications.
- Select **Twin Cities Employee Center**.
- Toward the middle right of the screen, go to **My Recruitment Tasks** and select **Recruiting Home**.
- Once the Recruitment system screen appears, click **Search Job Openings** on the left side of the screen in the middle of the list of options.
- When the search screen opens, go to the **My Association** field and select **Jobs Associated With Me** from the drop-down menu and click **Search**.
- A new screen should open which will include the **UReturn Access Consultant/Temp** position. Click on the job title to open the list of applicants.
- To view each applicant's information, click on the application and resume links in the appropriate columns within the list of applicants; **do not** click directly on each applicant's name or you will receive an error message.
- Please review only those applications with a status of **Route**, **do not** review those that say **Applied**. Applicants with a status of **Route** may be contacted for interviews; applicants with a status of **Applied** have not yet been screened and referred by OHR.

If you have any problems accessing candidate applications or have other questions about the application review process, please feel free to contact me, young091@umn.edu