

JOB DESCRIPTION

Job Title: Head of Accessibility & Inclusive Learning

Grade: Grade Q

Responsible to: Director of Student Services

Responsible for: Dyslexia Coordinator
Accessibility Coordinator

Job Purpose:

The Head of Accessibility and Learning Skills is responsible for the delivery, quality, effectiveness and development of the Accessibility & Inclusive Learning Service at both the Penryn and Falmouth campuses.

The post holder will also play a leading role in developing inclusive learning practices across both Universities, and provide expert advice and guidance on student disability issues, specific learning difficulties (SpLDs), and Disabled Students Allowance (DSA).

Specific Responsibilities:

1. To lead and manage the multidisciplinary professional Accessibility & Inclusive Learning Service, being responsible for all aspects of its operational management, delivery and effectiveness.
2. To support the Director of Student Services in planning the continuous enhancement of all aspects of the Accessibility & Inclusive Learning Service, developing its effectiveness and impact and ensuring procedures and practice evolve to meet changing needs. To contribute to annual Business Planning and be responsible for delivering the agreed strategy for the Service.
3. To lead and line manage the staff of the service, individually and as a team, being responsible for all staffing matters and ensuring effective service delivery through recruitment, supervision and development of staff and self-employed Support Workers.
4. To play a leading role in developing an inclusive learning environment across both Universities and Falmouth Exeter Plus. To provide expert advice on 'what works' in this area, and to influence change and enhancement by advocacy, persuasion, advice and training across all areas of academic and support activity.
5. To ensure coherent and effective delivery of support to students through collaborative working within the service and with Academic and Professional Service Departments. To develop and maintain appropriate policies and protocols to support this, including in relation to information sharing and confidentiality.
6. To deliver one to one assessment, advice and case work with students as appropriate –with particular focus on escalated or more complex cases and covering cases where students need to see a practitioner urgently.

7. To ensure appropriate levels of Service awareness and attractiveness amongst students and staff. Within this, to ensure an appropriate online presence for the Service and availability of online resources.
8. To ensure the collection, maintenance, analysis and reporting of service data and management information to monitor, evaluate and inform the continuous enhancement of the service.
9. To work co-operatively and manage effective relationships with colleagues across FX Plus, FXU and the Universities as appropriate, building networks which will assist and inform the delivery and development of the service.
10. To ensure effective relationship with external agencies, working across the NHS and voluntary sectors and to act as a key contact for referrals of individual students, including leading regular multi-agency meetings and developing key partnerships with external / contracted services as necessary, to extend the range of services for students.
11. To ensure that all the activities of the Accessibility and Dyslexia teams are compliant with relevant legislation, regulations, policies and procedures – including but not limited to data protection and confidentiality, equalities and health and safety.
12. As part of Student Services senior management team to lead by example and take every opportunity to foster the development of a collaborative, responsive, transparent and service orientated culture.
13. To contribute to arrangements for responding to issues, emergencies or critical incidents involving students with disabilities, including participating on occasion in out of hours support.
14. To proactively manage continuous professional development and maintain an up-to-date knowledge of student disability and learning skills, providing regular updates for staff.
15. To contribute to initiatives within own area of responsibility, and the wider professional services and Universities, through participation in committees, working groups, and other internal and external events are required.
16. To demonstrate a flexible attitude to change and support the Universities and FX Plus in meeting existing and future needs, This may include undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION

Post Title: Head of Accessibility and Learning Skills

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	<p>Educated to degree level</p> <p>A postgraduate qualification in a relevant field (or working towards), or demonstrably equivalent professional experience</p> <p>Member of a relevant professional body (such as NADP)</p>	<p>Level 5 SpLD qualification</p> <p>Risk assessment qualification.</p>
Experience / Knowledge	<p>Significant experience in the provision of disability support preferably within the HE/FE environment, with a thorough understanding of the complexities involved.</p> <p>Experience of effective staff and line management in a complex organisation.</p> <p>Comprehensive knowledge of relevant legislation, codes of practice, etc. affecting the area and experience of applying legislation to ensure compliance and good practice.</p> <p>Expert understanding of the requirements of developing inclusive learning practices</p> <p>Experience of influencing change through persuasion, advising and training across a range of stakeholders.</p> <p>Good understanding of IT systems and their application for inclusive learning</p> <p>Experience of working with clients with severe and enduring mental health problems.</p> <p>Experience of effective developing systems, policies and procedures in relation to disability.</p> <p>Thorough knowledge of DSA and needs assessments processes.</p> <p>Experience of writing professional reports.</p> <p>Experience of liaising with other professionals in a complex environment.</p>	<p>Understanding of the funding mechanisms for students within the NHS</p> <p>Understanding of the principles of Fitness to Practice and Fitness to Study</p>

Attributes	Essential Requirements	Desirable Requirements
Skills / Personal Requirements	<p>Strong management and practitioner skills and understanding requirements of a multi-disciplinary teams functioning in a complex environment</p> <p>Excellent communication skills both written and oral and effective interpersonal skills.</p> <p>Very good ability to effectively problem solve and react positively to change and motivate a team in a changing environment</p> <p>Preference to work collaboratively with other colleagues and engender positive and inclusive dynamics across teams.</p> <p>Demonstrated active interest and engagement in the broader student service agenda.</p> <p>Ability to design, implement and review rigorous processes and procedures to maximise provision effectiveness</p> <p>Confidence with new and emerging technologies and IT literate</p> <p>Ability to remain focused in a busy environment.</p> <p>Flexibility and willingness to participate in and support activities outside normal office hours where required</p>	

LC/DAGD
20.07.15