

Intake Coordinator Assistant - DRS Direct Access

Department Description

Disability Resources for Students (DRS) is a unit within the Division of Student Life. DRS is dedicated to ensuring access and inclusion for all students with disabilities on the Seattle campus enrolled in our undergraduate, graduate, professional, Evening Degree and Access programs. DRS serves 5000+ students with either temporary or permanent physical, health, learning, sensory or psychological disabilities. We partner with students and faculty jointly in the process to establish accommodations, services and access to academic programs.

UW Diversity Statement

At the University of Washington, diversity is integral to excellence. We value and honor diverse experiences and perspectives, strive to create welcoming and respectful learning environments, and promote access, opportunity and justice for all.

Job Description

Under the supervision of the DRS Direct Access Specialist, the Intake Coordinator Assistant works to provide care for students in need as they navigate the disability accommodation intake process. They will process applications, design operational improvements to streamline the intake process using a DEIA (Diversity, Equity, Inclusion, and Accessibility) lens, and refer students to proper internal and external resources when needed.

Examples of duties include:

- Receive, process, and interpret documentation of disabilities and applications
- Triage incoming applications, de-escalate difficult situations, and redirect cases to appropriate pathways
- Use EARS (Electronic Academic Records System) and SDB (Student Database) and AIM (Accessible Information Management) to ensure DRS students are assigned to the appropriate statuses
- Run daily reports
- Review policies/procedures within the DRS Intake process for unintentional/institutional barriers to access for disability accommodations – in particular regarding race, underserved populations, mental illness, economically disadvantaged, underrepresented minorities, and first generation students
- Conduct research to identify process improvements for DRS intake and propose/design solutions
- Maintain FERPA compliance and confidentiality on all records and information
- Explore UW campus resources to establish partnerships for stronger support of target student populations

- Assist in creating, editing, and proofreading content for bulk correspondence with DRS students
- Additional duties as assigned.

Supervision

This position will report to the DRS Direct Access Specialist.

Minimum Qualifications

- University of Washington matriculated student (for student employee positions), particularly in the areas of higher education policy, social work, public health policy, informatics, disability education/services, and/or higher education student development.
- Strong computer skills to include working with databases, spreadsheets and word processing
- Effective communication skills in spoken and written English, ability to easily answer calls and emails
- Experience engaging with the disability community, disability studies background, and/or disability experience in a variety of contexts
- Ability to assess, de-escalate, and redirect students in crisis situations
- Ability to communicate effectively among diverse groups
- Critical thinking and independent decision making skills
- Able to manage varied workload under pressure and time constraints, including escalation when appropriate.
- Demonstrated ability to learn quickly and apply new technologies.
- Able to work with minimal supervision, both independently and as part of a team.
- Able to pass a background check and handle sensitive/protected information.
- Pattern of reliable communication, attendance, and punctuality in prior positions.
- Competency in working with a diverse population.

Desired Qualifications

- Knowledge of universal design and social model of disability
- Knowledge and understanding of Section 504 of the Rehabilitation Act, the ADA and other pertinent federal and state laws that provide for an accessible higher education experience for disabled students;
- Experience advising student groups and/or student activities in higher education setting and the application of student development theory
- Fluency in American Sign Language
- Knowledge of assistive technologies for people with disabilities

Job Hours, Pay, and Location

Student employees: 10-19.5 hours a week, M-F, \$20.00-\$23.00 per hour.

Temporary/hourly employees: 15-40 hours a week, M-F, \$20.00-\$23.00 per hour.

Work hours are: Monday-Friday from 8am-5pm during the academic year. Operation hours vary during finals weeks, academic breaks, and summer quarter.

Schedules are based upon employees' course schedules and/or other responsibilities, along with department workload. Ideal candidates can give at least one academic year (9-12 months) commitment and are available to work during summer and/or academic breaks. During these periods, student employees have the option to work up to 40 hours a week if not enrolled in courses.

Intake Coordinator Assistant role can be completed either in-person (Mary Gates Hall on University of Washington Seattle campus), hybrid, or fully remotely.

Educational Benefits

DRS provides student employees with a meaningful work experience. As members of the DRS team, student employees will engage in a variety of experiences including staff orientation and trainings, leadership development, and department projects to build connections across the department with peers and professional staff. Some intended learning competencies that will be developed in this position include:

- Working in teams drawn from multiple disciplines and varied backgrounds.
- Skilled communication (written and oral, technical and nontechnical) with people from a variety of backgrounds.
- Enhanced ability to think critically and independently.
- Proficiency in desirable specialized computer skills, including collaboration tools and databases.
- Increased knowledge and comprehension of federal laws and best practices regarding disability accommodations in higher education and the job force.
- Opportunity to research (with the possibility of publishing/presenting) on disenfranchised populations' access to disability services and best practices for institutions of higher learning and workforce implementation.
- Provide training, workshops, and classroom lectures regarding research and suggested implementations.
- Participate in federally mandated interactive process of disability accommodations, resources, and services while piloting and implementing more inclusive policies, procedures, and best practices.

Updated: September 2022