



## JOB DESCRIPTION

*We at Kwantlen Polytechnic University respectfully acknowledge that we live, work and study in a region that overlaps with the unceded traditional and ancestral First Nations territories of the Musqueam, Katzie, Semiahmoo, Tsawwassen, Qayqayt, and Kwikwetlem, and with the lands of the Kwantlen First Nation, which gifted its name to this university.*

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**POSITION:** Director, Student Access and Disability Resources

**DIVISION:** Student Affairs

**DATE CREATED:** March 2026

**DEPARTMENT:** Access and Disability Resources

**DATE REVISED:**

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### ORGANIZATIONAL STRUCTURE

The Director, Student Access and Disability Resources reports to the Associate Vice-President, Student Affairs. Reporting directly to this position is the Manager, Accessibility Services, the Manager, Assessment and Testing Services, and Learning Specialists (faculty).

### PRIMARY FUNCTION

The Director, Student Access and Disability Resources provides strategic and institutional leadership for Accessibility Services and Assessment & Testing Services. The Director is accountable for advancing the University's commitment to substantive equality and inclusive access for students with disabilities and for students and community members who access assessment and testing services. The Director leads the development and integration of university-wide strategies to identify, prevent, and remove systemic barriers affecting students' access to post-secondary education, and to ensure the duty to accommodate students with disabilities is met through the coordinated delivery of accessible accommodations, assessments, and testing services across multiple campuses. The Director provides senior oversight of complex student needs, government- and university-funded resources, risk management, and compliance related to student access and assessment. The Director represents the University in partnerships with students, faculty, community organizations, and provincial and federal bodies to strengthen accountability, accessibility, and continuous improvement of student-centred services.

### KEY RESPONSIBILITIES

1. Supervises and provides leadership to direct reports by coaching and modeling key behaviours/strategies, encouraging dialogue and providing guidance and advice to facilitate resolutions to work issues. Assists team members to define shared and individual goals, meet target dates and ensure alignment of team goals. Monitors and assesses performance.
2. Contributes to effective employee and labour relations by administering the collective agreement(s), representing management in the grievance process and consulting with Human Resources Services regarding collective agreement interpretation, as appropriate. Provides input to management negotiating team for collective bargaining purposes, as needed.



3. Supports program managers in their employee management role, including ensuring that issues such as professional development, performance management, and succession planning are adequately addressed within each program and service.
4. Chairs BCGEU, faculty and excluded administration search committees; is responsible for the employee hiring process, recruitment and orientation of new faculty and staff, and the retention and assignment of existing employees. This includes coverage arrangements resulting from unanticipated or pre-planned circumstances.
5. Approves and monitors faculty workload assignments, scheduling and accountable time. Authorizes, or endorses the authorization of special requests, vacation schedules, leaves of absence, accountable time activities, overpayments of salary, and the assignment of auxiliary staff and NR1 faculty for Accessibility Services and Assessment and Testing Services.
6. Provides strategic leadership and direction for Accessibility Services and Assessment & Testing Services, ensuring the coordinated delivery of student-centred, equitable, secure, and high-quality services across all campuses through a management team.
7. Develops, implements, and monitors institutional strategies related to student access, accommodation, assessment, and testing that reduce systemic barriers to post-secondary education for students with disabilities and students accessing testing services, and that align with the University's academic and strategic plans.
8. Ensures institutional compliance and proactive risk management related to student accommodation, assessment, and testing, including adherence to provincial and federal human rights and accessibility legislation, privacy requirements, academic integrity standards, and University policies and procedures.
9. Leads the development, review, and implementation of University policies, procedures, and guidelines related to student accessibility, accommodations, assessment, and testing, and monitors institutional compliance with related legislative and regulatory requirements.
10. Provides senior oversight of organizational risk and incident management systems within Accessibility Services and Assessment & Testing Services, including triage and direction in complex, high-risk, or sensitive student situations with potential human rights, academic integrity, or reputational implications.
11. Fosters a strong student-centred service culture grounded in accessibility, academic integrity, respect, continuous improvement, and collaboration among staff, faculty, and service partners across the University.
12. Oversees the design, implementation, and evaluation of quality assurance and continuous improvement frameworks for accessibility, accommodation, assessment, and testing services, drawing on data, externally validated standards, and emerging sector trends.



13. Ensures effective stewardship of complex government- and University-funded budgets related to student accommodations, adaptive equipment, testing operations, and assessment services, including approval of resource allocations and alignment with legal and strategic obligations.
14. Leads cross-institutional collaboration to assess evolving student needs and to guide the strategic development of programs, services, technologies, and systems that support accessible accommodation, assessment, and testing practices.
15. Provides leadership on academic integrity and secure testing practices within Assessment and Testing Services operations, ensuring appropriate governance, oversight, and coordination with academic faculties and relevant service areas.
16. Represents the University externally with provincial and federal ministries, agencies, professional associations, accrediting bodies, and community partners to advance accessibility, assessment, and testing practices, and to ensure alignment with sector expectations and emerging requirements.
17. Oversees the development and management of external partnerships and agreements related to assessment, testing, certification, licensure, and accessibility supports, ensuring compliance, accountability, and alignment with institutional priorities.
18. Participates as a member of the Student Affairs senior leadership team, contributing to institution-wide planning, policy development, and decision-making, and supporting the alignment of departmental business practices with University goals.
19. Develops, executes and assesses the portfolio's strategic roadmap and service plans. Establishes short-term and long-term departmental goals and objectives to support the provision of efficient and effective services.
20. Identifies operational challenges and leverages data analysis to improve departmental processes, operations, and/or programs.
21. Oversees the preparation, monitoring, and effective management of the departmental budget, ensuring responsible allocation of resources to support strategic priorities and operational excellence.
22. Establishes a high personal standard of service and performance by actively participating in other duties as assigned, education seminars, training programs, etc.
23. Contributes to and promotes a safe, respectful, equitable, and inclusive work environment by modeling ethical leadership, supporting staff development, and ensuring adherence to University policies, procedures, and mandatory training requirements.

## **QUALIFICATIONS**

## **EDUCATION & EXPERIENCE**



- A Master's Degree in a related field;
- Minimum of 7 years' experience working in progressively responsible roles, in post-secondary student services;
- A minimum of 5 years' management experience leading and supervising staff in a post-secondary setting;
- Experience with collective agreements and working in a unionized setting;
- Experience with interpreting medical/psychological documentation preferred.
- Or an equivalent combination of education, training and experience.

#### **KNOWLEDGE, SKILLS and ABILITIES**

- Demonstrated understanding of the social model of disability and experience with promoting the social model within a broader organization/system.
- Demonstrated experience supporting learners with issues related to disability and accommodation in an educational setting, post-secondary environment preferred.
- Demonstrated ability to build, manage and provide leadership to cohesive teams, and implement change resulting in improvements to service quality, staff productivity and systems efficiency.
- Excellent written and verbal communication skills including the ability to present information to diverse audiences.
- Advanced ability to work collaboratively, effectively, and cross-functionally across levels within the organization.
- Demonstrated ability to foster positive relationships with external community partners.
- Demonstrated business acumen, strong work ethic, and professional integrity when representing the university.
- Proven expertise in developing, planning, and managing projects, with exceptional ability to prioritize tasks, self-direct, and take proactive initiative.
- Expert ability to analyze data and translate insights into strategic planning, budgeting, and performance monitoring.
- Knowledge of University systems, structures, process and decision-making structures is an asset.
- Demonstrated tact and discretion in preparing, disclosing and handling information of a confidential and/or sensitive nature.
- Ability to travel between campuses is required.

#### **COMPETENCIES**

- **Leadership:** KPU employees inspire, coach, mentor, and support students, employees and KPU as a whole in achieving objectives.
- **Accountability:** KPU employees demonstrate fiscal accountability and take ownership for their actions, decisions and results.
- **Continuous Improvement:** KPU employees take a creative approach to opportunities, exploring unique ways to create optimal value for the KPU community.
- **Collaboration:** KPU employees work in functional and cross-functional teams, coming together to solve complex issues and accomplish objectives that will benefit the KPU