



## Position Description

Position Title: Director of Accessibility Services  
Reports to: Dean of Student Services  
Status: .75 (30-40 hours/week average)  
Called Position: Yes  
Revised: April 2025

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*This is a 0.75 FTE, 12-month position. The role follows a full-time schedule (6-8+ hour workdays) during the academic year to align with institutional and student support needs. During nonacademic times (i.e. breaks and summer months), hours are reduced, allowing for a sustainable workload and preparation for the upcoming academic term. Full-time benefits apply, provided the average weekly schedule remains at or above 30 hours.*

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### Position Summary:

The Director of Accessibility Services leads and manages accommodations for students at Wisconsin Lutheran College (WLC) with documented accessibility needs, including physical, mental health, learning disabilities, and temporary needs due to injury or illness. The Director ensures that students receive individualized accommodations, such as classroom support strategies, residential housing accommodations, note-taking services, testing accommodations, and guidance on disability resources and advocacy. This role involves developing and implementing policies and procedures to ensure continuous improvement and compliance with relevant laws, such as the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, the Fair Housing Act, and state-specific regulations. The Director maintains FERPA records and confidentiality standards. Collaborating with faculty and staff, the Director helps to promote awareness and sensitivity towards students with disabilities, communicating relevant accommodations and processes. The Director plays a vital role in fostering a culture of equity, respect, and inclusion of students with disabilities into the academic and social life of college, building supportive environments where all students can thrive both academically and personally.

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## PRIMARY RESPONSIBILITIES

### Leadership & Strategy

- Lead and provide strategic direction for the Accessibility Services office, shaping the vision for inclusive student support.
- Serve as the primary point of contact for disability-related concerns and inquiries.
- Develop and implement policies, procedures, and best practices to ensure timely and equitable accommodations for students.
- Raise awareness of accessibility services aimed at creating an inclusive campus culture.
- Maintain and update current information on the WLC portal, website, and promotional materials.

### Student Support & Advocacy

- Oversee the intake, evaluation, and accommodation processes, ensuring high-quality service delivery.
- Determine academic and physical accommodations based on the student's personal, psychological, neurological, educational, and medical documentation, ADA law, while considering student/family input and institutional requirements.
- Foster collaborative relationships with students to assess needs, evaluate accommodation requests, recommend accommodations, and provide guidance/referrals to assist in navigating academic and non-academic challenges.
- Coordinate the communication and delivery of accommodations for students with documented disabilities, ensuring a student-centered approach while maintaining compliance with federal, state, and local regulations.
- Manage and coordinate testing accommodations with faculty and students.
- Serve as the primary contact for student accessibility/disability-related grievances.
- Identify and maintain adaptive equipment and technology necessary for reasonable accommodations.
- Advocate for students with disabilities, ensuring they have equal access to academic, extracurricular, and other campus programs.



### **Collaboration, Consultation & Education**

- Serve as a resource for faculty, staff, and students; Act as a liaison between all parties to ensure the students' needs are met.
- Advise prospective and current students and parents regarding disability-related questions, transitioning skills, and developing self-advocacy skills.
- Collaborate with campus departments, assist in processing requests for housing accommodations, meal plan exemptions, and assistance animals.
- Serve as a key member of the student services team, collaborating with other leaders and administrators to support student health and academic success.
- Develop and deliver training opportunities on awareness, best practices, and universal design principles.
- Foster working relationships with academic and non-academic departments to ensure the integration of accommodations and accessibility services throughout campus (ie: campus facilities, Residence Life, Health & Counseling Services, and Student Success).
- Develop effective partnerships and consult external service agencies to enhance services and provide additional resources for students.
- Remain competent and current through self-directed professional reading, developing professional contacts with colleagues, attending professional development seminars, and attending training/courses/conferences as required by state licensing and regulatory boards for continuing education units (CEUs).

### **Compliance, Policy Development & Documentation**

- Ensure that WLC adheres to state and federal regulations regarding accessibility services for students with disabilities; Monitor trends, emerging practices, and regulatory changes related to disability services.
- Develop, implement, and regularly update accessibility services policies and procedures, ensuring clarity and transparency for students, faculty, and staff.
- Maintain accurate records and applicable documentation related to accommodation requests and services provided in accordance with legal and institutional requirements (ie: FERPA).

### **Assessment, Data Reporting & Budget Management**

- Prepare monthly data reports with relevant metrics and an end of semester summary for the Dean of Student Services; it may be used in Board of Regents meetings/reports.
- Analyze data to regularly assess trends and the effectiveness of accommodations and accessibility services to improve the overall experience for students with disabilities; provide recommendations for improvements in facilities, technology, and student services.
- Manage designated line-items of the department budget, ensuring cost-effective care and resource allocation; Advocate for budget adjustments as necessary

### **Other**

- Support the mission, vision, and values of WLC by assuming other responsibilities that may arise and/or are assigned by the Dean of Student Services and/or the Vice President of Student Life.
- Serve on college committees as requested and in alignment with accessibility services.

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## **QUALIFICATIONS**

### **Education and Experience:**

- Master's or Doctoral degree in Education, Higher Education, Special Education, Social Work, or a related field.
- Minimum of 5 years of experience; 3 years in a leadership role within disability services or a similar capacity.
- Experience working in higher education or with college-aged students is strongly preferred.
- Knowledge of disability laws, including the ADA (Americans with Disabilities Act) and Section 504 of the Rehabilitation Act.



**Knowledge, Skills, and Abilities:**

- Must be a member in good standing of a WELS/ELS congregation and demonstrate a commitment to the doctrinal positions of the church.
- In-depth knowledge of the diverse needs of students as well as applicable services and accommodations.
- Strong organizational, communication, and interpersonal skills, with the ability to manage multiple priorities in a fast-paced environment.
- Proven ability to work with students with disabilities, faculty, and staff in a supportive and collaborative manner, fostering an inclusive and student-centered environment.
- Knowledge of and dedication to cultural competency and consciousness in working with and providing services to communities of under-represented populations.
- Ability to work effectively under pressure and in challenging situations, thinking critically and creatively to resolve issues and advocate for the needs of students.
- Goal driven, results-focused, solution-oriented, and committed to executing and delivering services.
- Excellent interpersonal and communication skills, with the ability to work collaboratively with students, faculty, staff, and student employees.
- Knowledge of state and federal disability regulations, including record retention laws.
- Computer literacy and electronic records skills; Familiarity with assistive technology and adaptive software.
- Commitment to continuous learning and professional development.
- Hold a strong commitment to the values and mission of Wisconsin Lutheran College with a deep desire to support its growth and success.

**Physical Requirements**

- Occasional evening and weekend hours, particularly during late summer, semester orientations, and special admissions events.
- Clear and effective verbal communication in person and via phone.
- Adequate hearing for conversations.
- Ability to stand for extended periods of time, lift office supplies, and respond to medical emergencies on campus.
- Ability to lift and move objects up to 10 pounds.
- Must hold a valid driver's license and maintain insurability to drive on behalf of the College.

As with all position at Wisconsin Lutheran College, this position requires the incumbent to perform his/her job responsibilities in a manner consistent with the overall mission and core values of Wisconsin Lutheran College, as defined through its affiliation with the Wisconsin Evangelical Lutheran Synod (WELS).