



*Appendix 1.10*

# *Example Disability Coordinator Job Description*

Below is an extensive list of sample descriptions, responsibilities, and qualifications that could be included in a disability coordinator's job description. Each example was adapted from existing healthcare organizations' descriptions of the role. You may choose or alter any of the descriptions below to meet your organization's needs and the scope of your disability coordinator's role.

### Position Summary Examples

"The Disability Coordinator reflects the mission, vision, and values of [Organization], adheres to the organization's [Code of Ethics and Corporate Compliance Program], and complies with all relevant policies, procedures, guidelines, and all other regulatory and accreditation standards."

"The Coordinator is responsible for developing and leading projects to support the [Accessibility Program] mission and to target developing our people, culture, and resources. The Coordinator is the [Organization]'s central resource for disability inclusion."

"A Coordinator uses project management skills, change management techniques, and robust communication tactics to engage with diverse stakeholders across the organization. This role leads and develops [Organization]'s system-wide disability inclusion initiatives in compliance with applicable laws, regulations and standards. The Disability Coordinator is responsible for monitoring and maintaining compliance with the [Implementation Plan (if applicable)]; responding to patient and employee concerns about access to care for patients with disabilities; providing subject matter expertise to develop training materials or contribute to internal/external marketing materials; and to assist in reviewing accessibility changes on [Organization] campuses (physical, sensory, or other related changes)."

### Sample Responsibilities

- Lead organization's implementation of federal, state, and local accessibility requirements and accreditation standards
- Design, implement, manage, and evaluate local, regional, and system-wide accessibility initiatives
- Manage small to large scale regional and system level projects using project management and interpersonal skills to effectively coordinate all aspects of a project
- Lead and facilitate project-specific meetings
- Independently develop high impact presentations to engage and garner support from organization leadership
- Develop effective verbal and written communication materials for internal and external audiences
- Translate large amounts of information into clear, succinct language for communications in meetings, presentations, and strategic planning
- Establish and maintain partnerships with clinical and administrative teams
- Document work to reference during short- and long-term planning

- Lead and facilitate change efficiently and effectively in a changing legal and cultural environment
- Completes other duties as assigned

### Sample Qualifications

- Bachelor's degree in healthcare management or related field
- MBA/MHA/MPH or other relevant graduate degree preferred
- 2-3 years of project management related experience
- 2-3 years' experience in addressing accessibility issues and working with the disability community strongly desired
- 8-10 years of related healthcare administration or clinical leadership experience
- Knowledge of state and local laws
- Ability to work with diverse groups of healthcare professionals in a matrix environment
- Proven change management skills
- Proven software competencies (MS Office Suite, project management applications)
- Demonstrated organizational and leadership skills
- Strong prioritization skills
- Excellent analytical and critical thinking skills
- Effective problem solving and multi-tasking skills
- Excellent verbal and written communication skills
- Self-directed and comfortable with ambiguity
- Knowledge of the rules, regulations, laws, and practices on accessibility for persons with disabilities, such as Section 504 of the Rehabilitation Act, the Americans with Disabilities Act, the Fair Housing Act, and the Architectural Barriers Act
- Experience reviewing public access to facilities and services
- Experience engaging with people with a broad range of disabilities
- Able to handle confidential matters judiciously
- Some experience developing curriculum or training materials
- High level of energy and enthusiasm
- Ability to travel to all [Organization] sites as needed to review and/or evaluate facilities by observing or gathering information about entrances, accessible routes, furniture and equipment, and other elements of accessibility

### Other Items

#### Management Responsibilities

- This position will supervise [Department] staff and other administrative staff as assigned for projects

#### Additional Scope

- Guides initiatives that aim to ensure equal access to care for all, including but not limited to patients with disabilities

- Designs and implements a program, in compliance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973 (“Section 504”), for dignified and equal access by patients, families, companions, visitors, and other individuals so that their entire healthcare experience at [Organization] is improved
  - Incorporated into this design are a respect for a patient’s right to control healthcare decisions and the beliefs that all patients shall have equal access and receive equal care; dignity is never compromised; caring and compassion are as important as technology; and education and information are vital to informed healthcare decision-making

### **Additional Responsibilities**

- Act as a system-wide resource for disability issues
- Serve as a central resource throughout the [Organization] for information concerning Section 504/ADA issues, accessibility of [Organization] facilities and services, resources to individuals with disabilities, and compliance initiatives and obligations
- Assess and advise leadership regarding Section 504 and ADA compliance
- Provide leadership and/or consultation on decisions impacting services provided to patients, families, companions, and visitors with disabilities
- Maintain current knowledge of and monitor [Organization] compliance with local, federal, and state regulations, laws, and regulatory actions
- Work collaboratively with stakeholders and key leaders across [Organization], including individuals with disabilities, to ensure compliance with local and federal standards and regulations and to implement strategies to address issues of equal access to healthcare for individuals with disabilities
- Play an active role in improving quality of care and patient safety by working to ensure availability of resources necessary to meet the needs of patients and visitors with disabilities
- Develop or ensure that the institution has appropriate written guidelines and policies for reasonable accommodations
- Create and maintain a program to measure compliance

### *Complaint and Grievance Resolution*

- Establish and maintain effective Section 504/ADA grievance procedures consistent with [Organization] policies and procedures
- Partner with Patient Relations staff at [Organization] facilities to field, investigate, manage, and respond to concerns and complaints from patients, families, companions, visitors, and [Organization] staff on issues relating to disabilities
- When appropriate, and in collaboration with [Office of General Counsel] and the [Office of Corporate Compliance & Integrity], serve as the [Organization] liaison to the Office for Civil Rights (OCR)

### *Training/Education*

- Develop and update policies and procedures consistent with the requirements of Section 504 and the ADA
- Develop program to provide on-going training and support to [Organization] staff regarding Section 504 and the ADA

- Work with [Organization] Academy, Marketing and Communications, and others to develop educational and promotional materials on disabilities and access issues
- Establish expectations and assist in educating staff and physicians concerning these issues
- Create environment in which care for individuals with disabilities is coordinated in a cohesive manner with minimal impediments across the organization

### *Facilities and Equipment Access*

- Ensure process for 24/7/365 availability, maintenance, and repair of reasonable accommodations and services, including interpreters and video remote interpreting, to meet the needs of patients, families, companions, and visitors with disabilities. Monitor use and continuously improve resources and processes
- Be familiar with the use and operation of reasonable accommodations and other accessible equipment made available by [Organization] to its patients, families, and visitors, and where such auxiliary aids and equipment are stored
- Maintain inventory of accessible equipment to optimize the use of high-cost equipment by multiple departments, where such sharing is effective, and to ensure patients have access to up-to-date and appropriate equipment for their healthcare
- Work with individual departments to assess their readiness to receive and accommodate a patient, family member, companion, or visitor with a disability
- Support Facilities leadership as needed to:
  - Regularly conduct evaluations of physical space, accessible furniture and equipment, and auxiliary aids and services
  - Provide recommendations for any changes to physical space, accessible furniture and equipment (existing or newly acquired) and auxiliary aids and services throughout [Organization] to maximize accessibility
  - Oversee institutional processes for ensuring that capital projects comply with the requirements of the ADA and Section 504.
  - Recommend the allocation of funds towards physical space changes and/or equipment purchases determined necessary to adhere to local or federal regulations and/or recommended to enhance a patient, family, companion, or visitor's experience at [Organization]

### *Information Dissemination/Community Relations*

- Establish processes to communicate across the continuum of care about issues of accessibility for individuals with disabilities
- Work towards enhancing [Organization] reputation in the community and achieving the objective of becoming the provider of choice for patients with diverse needs
- At the direction of the [Vice President, Integrity], assist in communicating with local, national, and international agencies providing expertise and resources relating to disability issues
- Direct relevant staff in creating, updating, and maintaining accessible internal and external web presence for [Organization]'s internet and intranet
- Direct the development and maintenance of a database of community disability resources
- Serve as a resource to [Organization] staff on ADA and Section 504 compliance

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- Ensure and monitor effective communication on websites, libraries, and other resources
- Promote confidentiality, respect, and dignity for all persons at [Organization]
- Keep current on best practices, regulatory and accreditation standards, and data collection/survey techniques on disability and accessibility issues
- Communicate regularly with patients and other organizations involved in disability advocacy, regulators, accrediting agencies, community groups, etc.

