



Trinity College Dublin

Coláiste na Tríonóide, Baile Átha Cliath

The University of Dublin

Job Description

Job Title:	Graduate Intern- 1 year contract
School/Department:	Disability Service
Job category & level:	Professional – Executive Officer grade - €29,764

JOB DESCRIPTION

The Trinity Disability Service in partnership with Trinity Careers present our first [‘Employability: Disability Inclusion Pathway’](#) programme available to incoming first years and all current students registered with the Disability Service. This programme was developed to support students with disabilities to develop the employability skills necessary for career readiness and transition to the workplace. This post is also being developed in line with the Trinity College Dublin & TCD Students’ Union Student Partnership Policy to show evidence of the importance of real engagement and student partnerships and this is a key part of the [Disability Service Strategic Plan 2020-25](#).

The successful candidate will be supported to gain a range of development opportunities while gaining valuable work experience in a dynamic, exciting and evolving service that may be transferred to a variety of settings.

The Graduate Intern is a key member of the DS team and as such the successful candidate will be required to create a tangible link between Trinity Disability Service (DS), Trinity Ability Co_op, TCD Students’ Union, TCD Graduate Student’s Union and the student body (both current and prospective) to provide for more collaboration and allow for the interests of students to be represented in the development and provision of disability related supports, services, and programmes. The DS continues to undergo momentous change and with the development of the disAbility Hub in Printing House Square the role requires an individual who can support the mission, vision, and values in the [Trinity Disability Service Strategic Plan 2020-2025](#) that the DS espouses.

The individual will have responsibility for providing advice and support to the TCD Ability Co-op, supporting Disability Service orientation, pre-entry to first year experience activities and supporting Disability Service Communications and Social Media.

The individual must have strong interpersonal skills and administrative skills, with a commitment to empowering themselves and other disabled graduates.

Context:

The Disability Service is committed to providing modern, dynamic, innovative, integrated, high-quality, and cost-effective front-line services that make a real difference to the Trinity community. Objectives will be achieved through innovative approaches and continuous review of service delivery while also maximising partnerships and joint working opportunities. To achieve our ambition of working in partnership with students with disabilities in achieving their potential. We will work together in this partnership in co-producing activities that will engage the University community in creating an inclusive transformational environment and provide a platform for innovation and inclusion.

The role-holder is a liaison between TCD DS, the Ability Co-op and the Students' Union. They will manage the Student Space at Printing House Square. The Disability Service utilises a multi-disciplinary approach and is comprised of an experienced team of individuals who work to support students with disabilities. They include Disability Officers who are Psychologists, Occupational Therapists, and an Assistive Technologist, all of whom seek to offer quality support based on individual need, as identified using a highly developed disability needs assessment process.

The DS is an evidenced-based service that is customer-focused and customer-facing. Our core strategy is based on the following:

DS Mission: To create an accessible, transformational, educational environment in an interdependent University community and provide a platform for innovation and inclusion.

DS Vision: Engage the wider University community in empowering students with disabilities.

DS Values: Inclusive, Advocating, Collaborative, Inquisitive, Pioneering, Positive disruptors, Dynamic.

The ethos of the Trinity College Dublin Disability Service is to move from a transactional model of provision - where students are passive recipients of supports - to a transformational model of resource usage, where students take an active part in planning their educational journey.

Main Responsibilities:

There are three key elements in this role: Graduate Intern . (i) Liaison TCD DS Ability Co-op and Students' Union (ii) Management of the Student Space in the disAbility Hub at Printing House Square (iii) Disability Service Operations.

Liaison between TCD DS, the Ability Co-op and the Students' Union

- Set out work plans with incoming TCDSU/GSU Officer for students with disabilities and provide support during initial stages of roles.
- Identify any training/skills required.
- Assist in the organisation of Disability Awareness Week,

- Support the ongoing development of Trinity Ability Co_op including scheduling weekly meeting and agreeing work priorities with Co-op membership

Management of Student Space within the disAbility Hub @ [Printing House Square](#)

- Assist with the set-up of the student space within the disAbility Hub @ Printing House Square.
- Manage the student space daily ensuring that it is being used appropriately.
- Promote the student space among the disability community and advertise its availability for events/activities.

Disability Service Operations

- Work in the daily Disability Service Drop-in assisting students in solving any disability needs assessment issues emerging.
- Report weekly on issues emerging for students out of Drop-in interactions.
- Assist the Summer Intern and Pre-entry to First year experience lead in all events relevant to the effective delivery of the Disability Service Orientation events.
- Review and update current DS communications mechanisms (email, e-newsletter, social media, website).
- Populate the DS annual communications calendar with key dates; decide on key messages/campaigns/themed weeks to be communicated at specific times during the year.
- Devise mechanisms whereby students can contribute to DS communications throughout the year (surveys, feedback forms, polls, shared content).
- Liaise with Trinity Ability Co_op Comms team, TCDSU/GSU Officer for students with Disabilities and TCD Students' Union so that key disability related messages are coordinated.
- Produce accessible social media content (video, audio, images) weekly, during term time to maintain a consistent online presence for the Disability Service.
- Comply with established Disability Service procedures as outlined in the DS manual for effective service delivery.
- Complete and adhere to the DS Confidentiality Agreement.
- Familiarise yourself with Trinity Data Protection policy and procedures.
- Comply with all relevant Trinity Disability policies and procedures and other relevant Trinity policies to ensure good service delivery.
- Perform administrative duties including answering phones, emails, and updating and maintaining records.

- Provide coverage for DS staff as needed.
- Attend meetings, events and training relevant to your post in the Disability Service. Work in a manner with due care and attention to the safety of self and others.
- Implement policies, procedures and safe professional practice by adhering to relevant legislation and regulations and standards locally within each HEI, and nationally.
- Be aware of risk management issues, identify risks and take appropriate action in Trinity. Report adverse incidents.

Person Requirements

The role-holder will require the following knowledge, skills, and attributes for successful performance in this role.

Qualifications:

- Third-level degree from Trinity College Dublin- *essential*
- Completed Level 2 of the Disability Inclusion Pathway in academic year 2021/22

Knowledge:

- Knowledge of Disability Supports and Reasonable Accommodation delivery in a third level institution - *essential*.
- *Awareness of Universal Design and its application in higher education*
- *Knowledge of Assistive technology and its application in higher education*

Experience:

- Knowledge of the appropriate accommodations for students with complex needs- *desirable*
- Experience of forming good working partnerships/relationships with students with disabilities and being responsive to their needs – *essential*.

Skills:

- Strong interpersonal skills, ability to empathize, to influence and to form good working relationships with diverse parties.
- Excellent negotiation and decision-making skills with an ability to identify acceptable levels of risk and escalate for support as required.
- Excellent communication skills including the ability to write clear reports, and to give presentations and engage in discussions with key stakeholders.
- Promote the Disability Service activities to the Trinity community and externally.

- Proven project management skills demonstrating the ability to manage competing demands.
- Ability to work effectively and prioritise competing demands and successfully meet tight deadlines with the need to multi-task.
- Ability to innovate and to find creative solutions to work challenges.
- Extensive IT skills e.g., MS Office suite, web/social media skills (Twitter, instagram, etc).
- Excellent standards of accuracy and attention to detail.
- Excellent organisation skills.

Personal attributes:

- Believes in people's abilities, articulates and is driven by the Disability Service mission, vision, and values.
- Identify as being a person with a disability, capable of articulating the advantages and challenges faced in higher education.
- Excellent interpersonal skills, including the ability to liaise with a wide range of contacts and build and maintain effective working relationships.
- Excellent communication and team working skills.
- Demonstrate a willingness to develop IT skills relevant to the role and to the service.
- Ability to be proactive, use own initiative and work effectively within a pressurised environment.
- Demonstrate proficiency in the English language so as to effectively carry out the duties and responsibilities of the role.
- Demonstrate flexibility and openness to change.

This role will report to the Head of Student Disability Supports, Deputy Director of the Disability Service.

Further Information

Informal enquires about this post should be made to the Head of Student Disability Supports, Deputy Director Disability Service Gerard Gallagher (gallagg5@tcd.ie)

Trinity Competencies

In Trinity there are 6 Core Competencies that are applicable to all roles across a range of professional, administrative and support jobs, unlike specialist or technical skills which may be job specific. They provide a common language for describing performance and the abilities/attributes displayed by individuals. They focus on 'how' tasks are achieved, not 'what' is achieved.

Below is a summary definition of the 6 Core Competencies.

Competency	Summary Definition
1 Agile Leader	Sees the big picture and harnesses opportunities to achieve the University's goals. Creates clear direction for the future and how to get there.
2 Unlocks Potential	Energised, capable and confident to take ownership and responsibility for their development and goals. Motivates, supports and develops people to perform to the best of their ability.
3 Service Ethos	Finds ways to increase stakeholder and customer satisfaction. Builds relationships, is proactive and delivery focused in order to anticipate, meet & exceed expectations.
4 Builds Trusted Relationships	Communicates in a clear and respectful manner building trust and commitment for mutually beneficial outcomes.
5 Decision-making	Confidently makes timely decisions based on knowledge, evidence and sound judgement.
6 Achieves Results	Delivers results by setting direction, planning, executing and evaluating impact.