

## **The Domain Areas**

The following is a listing of the essential skills and competencies for effective disability management practice as set out in the Occupational Standards in Disability Management. Although the listings may not be all inclusive, they identify areas of particular importance under each of the headings.

### **Domain Area 1 – Disability Management Theory and Practice**

- 1.1 Key components of effective disability management.
- 1.2 Rationale and objectives for disability management practice.
- 1.3 Economic and social benefits disability management in the workplace.
- 1.4 Principles of effective disability management programmes.
- 1.5 Disability management service delivery process (model programmes) for large and small worksites.
- 1.6 Roles and functions of professionals involved in disability management.
- 1.7 Scope of the disability manager's caseload.

### **Domain Area 2 – Legislation and Benefit Programmes**

- 2.1 Utilise employment and disability legislation and regulations, including the Duty to Accommodate, the Employment Equity Act, Workers Compensation Act and Human Rights Legislation in disability management planning.
- 2.2 Explain eligibility and entitlement of benefit and compensation systems to workers and their families or refer individual to appropriate resource persons for benefit information.
- 2.3 Demonstrate knowledge of public and private disability benefit schemes related to return to work.
- 2.4 Interpret health and safety regulations.
- 2.5 Communicate implication of medical review/plateau decisions.
- 2.6 Apply policy and legislation in arriving at decisions

## **Domain Area 3 – Labour-Management Relations**

- 3.1 Analyse workplace disability experience.
- 3.2 Understand differences and similarities between union and non-union worksites with respect to disability management programme implementation.
- 3.3 Demonstrate knowledge of inter-related workplace systems, i.e. union, employer, human resources, benefit carrier, healthcare systems, etc..
- 3.4 Collaborate in the development of a joint labour-management disability management committee.
- 3.5 Establish workplace-oriented disability management mission and goal statements.
- 3.6 Demonstrate knowledge of employment standards legislation entitlements for non-union workers/managers
- 3.7 Describe impact of collective agreements or terms and conditions of employment
- 3.8 Apply knowledge of arbitration and grievance procedures

## **Domain Area 4 – Communication and Problem-Solving Skills**

- 4.1 Apply conflict resolution skills interactions with various stakeholders.
- 4.2 Negotiate/facilitate return to work agreements.
- 4.3 Utilise leadership strategies to influence organizational change including workplace communication, team building and conflict or dispute resolution.
- 4.4 Intervene effectively in crisis.
- 4.5 Provide leadership to return to work team at the workplace.
- 4.6 Demonstrate effective team meeting leadership skills.
- 4.7 Promote active participation in the disability management programme.
- 4.8 Establish rapport with workers and families.
- 4.9 Communicate and relate to persons from different ethnic and cultural backgrounds.
- 4.10 Demonstrate sensitivity to family coping strategies.
- 4.11 Assist worker in adjusting to the impact of injury or disability.
- 4.12 Demonstrate ability to lead groups, to understand group dynamics.
- 4.13 Prepare written reports.
- 4.14 Make oral presentations.
- 4.15 Present disability management process and accomplishments to broader community.
- 4.16 Promote disability management programmes and best practices to worker and employer representatives as well as to external providers.
- 4.17 Utilise adult learning strategies in developing an oral presentation.

## **Domain Area 5 – Disability Case Management**

- 5.1 Understand the roles and functions of multidisciplinary health care providers in diagnosing and treating injury or impairment
- 5.2 Utilise early timed intervention for return to work.
- 5.3 Apply physical and functional (work) capacity evaluations.
- 5.4 Evaluate worker adjustment to disability.
- 5.5 Assess return to work needs of the worker.
- 5.6 Assess workplace factors that impact disability management outcomes.
- 5.7 Assess factors that contribute to motivation and readiness to participate in disability management programme.
- 5.8 Identify incentives and disincentives to involvement in disability management planning.
- 5.9 Develop goals and plans with the worker.
- 5.10 Coordinate internal and external resources to implement disability management plans.
- 5.11 Consider positive and negative characteristics of “outsourcing” case management services when developing disability management programmes.
- 5.12 Establish collaborative relationships with multidisciplinary healthcare providers.
- 5.13 Develop criteria to assess effectiveness and quality of provider services.  
This includes:
  - Ability to assess based on: physical space, availability, qualifications, treatment protocols, cost-benefit analysis/ROI, communication commitments, customer satisfaction, access to service, and cost
- 5.14 Describe assistive technology options and typical costs.
- 5.15 Identify and access funding programmes.
- 5.16 Build and maintain local community resource network.
- 5.17 Establish relationships with advocacy organizations.
- 5.18 Utilise cost containment strategies.
- 5.19 Establish priorities within caseload.

## **Domain Area 6 – Return to Work Coordination**

- 6.1 Assess personal and work adjustment needs.
- 6.2 Coordinate assessment of functional capacity of worker
- 6.3 Analyse job duties and requirements.
- 6.4 Conduct detailed functional job analyses
- 6.5 Demonstrate working knowledge of functional ergonomics.
- 6.6 Develop capacity within the workplace to provide early intervention with the worker with a disability, the worker representative, the supervisor, and healthcare providers.
- 6.7 Facilitate rehabilitation interventions and return to work coordination with short-term and long-term disability insurance representatives.
- 6.8 Develop methods to ensure accountability among supervisors and managers with respect to return to work practices.
- 6.9 Identify systemic barriers to return to work or employment.
- 6.10 Develop guidelines and procedures for transitional work programme.
- 6.11 Facilitate job modification, accommodation, workplace redesign and assistive technology.
- 6.12 Provide information to healthcare providers on transitional work or modified work opportunity to gain their “buy-in” to the process.
- 6.13 Facilitate ongoing contact between the employee and other support systems.
- 6.14 Develop a return to work plan with the worker, worker representative, manager and healthcare providers
- 6.15 Implement return to work plan
- 6.16 Monitor and adjust individual return to work plan
- 6.17 Understand alternative dispute resolution (ADR) principles and how to utilise resources to resolve return to work issues.
- 6.18 Maintain case management records.
- 6.19 Assess service providers, e.g. rehabilitation facilities, physiotherapy services and Employment and Family Assistance providers.

## **Domain Area 7 – Health, Psychosocial, Prevention and Functional Aspects of Disability**

- 7.1 Utilise medical, physical and functional capacity evaluations in disability management planning.
- 7.2 Demonstrate understanding of cultural issues to injury, disability and work.
- 7.3 Demonstrate understanding of prominent causes of disability including repetitive strain injuries and workplace stress.
- 7.4 Relate medical and physical information or acute and chronic illness and disability to functional demands of job.
- 7.5 Utilise information from medical examinations to coordinate treatment plan.
- 7.6 Evaluate worker's adjustment to disability.
- 7.7 Assess personal and work adjustment needs.
- 7.8 Promote worker health and wellness.
- 7.9 Demonstrate a sound understanding of accident prevention processes and practices

## **Domain Area 8 – Development of Programme Management and Evaluation Activities**

- 8.1 Perform evaluation to measure disability management programme outcomes.
- 8.2 Track costs of disability management programmes.
- 8.3 Identify and implement realistic cost containment strategies.
- 8.4 Conduct qualitative evaluations.
- 8.5 Conduct quantitative evaluations.
- 8.6 Evaluate worker/supervisor satisfaction with the programme.
- 8.7 Assess effectiveness of healthcare provider services and resources.
- 8.8 Identify key elements of an effective data management/programme management system.
- 8.9 Demonstrate basic computer literacy.
- 8.10 Implement confidentiality safeguards around disability management data storage.
- 8.11 Incorporate accident and illness reporting system into disability management information system.

## **Domain Area 9 – Demonstrate Ethical and Professional Conduct**

- 9.1 Develop and implement a plan to maintain own wellness.
- 9.2 Demonstrate ethical and professional conduct to workers, employers, healthcare providers and other stakeholders.
- 9.3 Promote equitable access to services.
- 9.4 Respect confidentiality of information under the guidelines of ethical code, laws and regulations.
- 9.5 Understand reasonable course of action when confronted with ethical dilemmas