Australian Government

Comcare

SUPERVISOR—SUPPORTING RETURN TO WORK—CORE CAPABILITIES

Comcare has developed a set of core capabilities for the roles of Rehabilitation Case Managers (RCM), Supervisors and Claims Managers. Defining a set of core capabilities for each of the three roles will assist to:

> create a scheme standard to inform capability requirements

> maximise the opportunity for the best possible outcomes for injured employees

> provide a framework to assess related training needs

> provide guidance to individuals on the capabilities they need to attain and maintain in their respective roles

Role description: The term 'supervisor' refers to the person who has direct responsibilities for overseeing the day-to-day work of the injured employee. The supervisor plays a critical role in realising the intent of the *Safety, Rehabilitation and Compensation Act 1988* (SRC Act) through supporting recovery at work following injury or illness.

These core capabilities are specific to workplace rehabilitation. Operationally, the role encompasses: providing early intervention support, adopting a positive and supportive approach to return to work, overseeing rehabilitation programs, monitoring RTW progress and the suitability of duties provided to an employee. Strategically, supervisors create a positive team culture, identify and enable flexible working arrangements, accommodate reasonable adjustments and support diversity.

SUPERVISOR CORE CAPABILITIES

1. **Supporting return to work**

   Demonstrate knowledge and application of workplace rehabilitation principles and procedures including early intervention and safe return to work.

2. **Values and attributes**

   Adopt behaviours which support workplace rehabilitation. Display resilience.

1

SUPERVISOR—SUPPORTING RETURN TO WORK—CORE CAPABILITIES

1. Supporting return to work

Demonstrate knowledge and application of workplace rehabilitation principles and procedures including early intervention and safe return to work.

1.1	Knowledge of early intervention principles	> Adopt and understand the importance of early intervention > Be familiar with organisational procedures and policies regarding early intervention and rehabilitation > Seek HR and RCM expertise and support, where relevant
1.2	Respond to workplace incidents and injuries	> Oversee and support all incident and injury notifications for employees within area of responsibility > Be aware and follow-up early warning signs of injuries/illness > Ensure appropriate and timely contact has been made with the employee, whilst ensuring their privacy
1.3	Assist in the development of a rehabilitation program	> Assist in the development of rehabilitation programs to facilitate and ensure workplace rehabilitation goals are achieved > Identify and ensure an appropriate program of suitable work duties is outlined > Support reasonable adjustment practices by changing the way work is done or modifying the environment
1.4	Monitor the progress of a rehabilitation program	> Support the employee's progress against the goals and objectives of the rehabilitation program in collaboration with the RCM > Check in regularly with the employee regarding their successes and concerns > Provide timely feedback to the RCM, including suggesting or supporting amendments of the rehabilitation program > Maintain flexibility around workplace solutions to support the employee
1.5	Provide post return to work support	> Consider the employee's need for post return to work support to sustain the goal of the rehabilitation program
1.6	Maintain records	> Gather, record and distribute information required to be collected by the supervisor in accordance with organisational and legislative requirements (including privacy principles) > Ensure any supervisory records are accurate, secure and accessible
1.7	Cultivate a positive team environment	> Understand how an injury and illness may impact on an employee's ability to perform their job > Foster supportive conditions, including engaging co-workers to support the employee's return to work
1.8	Develop trust and confidence	> Cultivate open, honest and transparent communication with employees and key stakeholders in the return to work process

1.9	Manage networks and relationships	> Understand the roles of each stakeholder in the return to work process
1.10	Manage difficulties to achieve positive outcomes	> Anticipate difficulties in the return to work process as early as possible and communicate these to the RCM

2. Values and attributes

Adopt behaviours which support workplace rehabilitation. Display resilience.

2.1	Adopt behaviours which support return to work principles	> Provide empathy to employees and support the early intervention and return to work processes of the organisation > Adopt a positive approach to achieve optimal outcomes for the employee and workplace
2.2	Display resilience	> Self-assess coping abilities regularly, and if and when required, seek support and assistance

3