

Disability Management: Job Functions, knowledge & competencies in Australia, Germany and the United States

Dr. Cherie King, CRC, CDMS
Central Connecticut State University, New Britain, CT, USA

Dr. Lynda R. Matthews
University of Sydney, Australia

Dr. Britta Marfels & Prof. Dr. Mathilde Niehaus
University of Cologne, Cologne, Germany

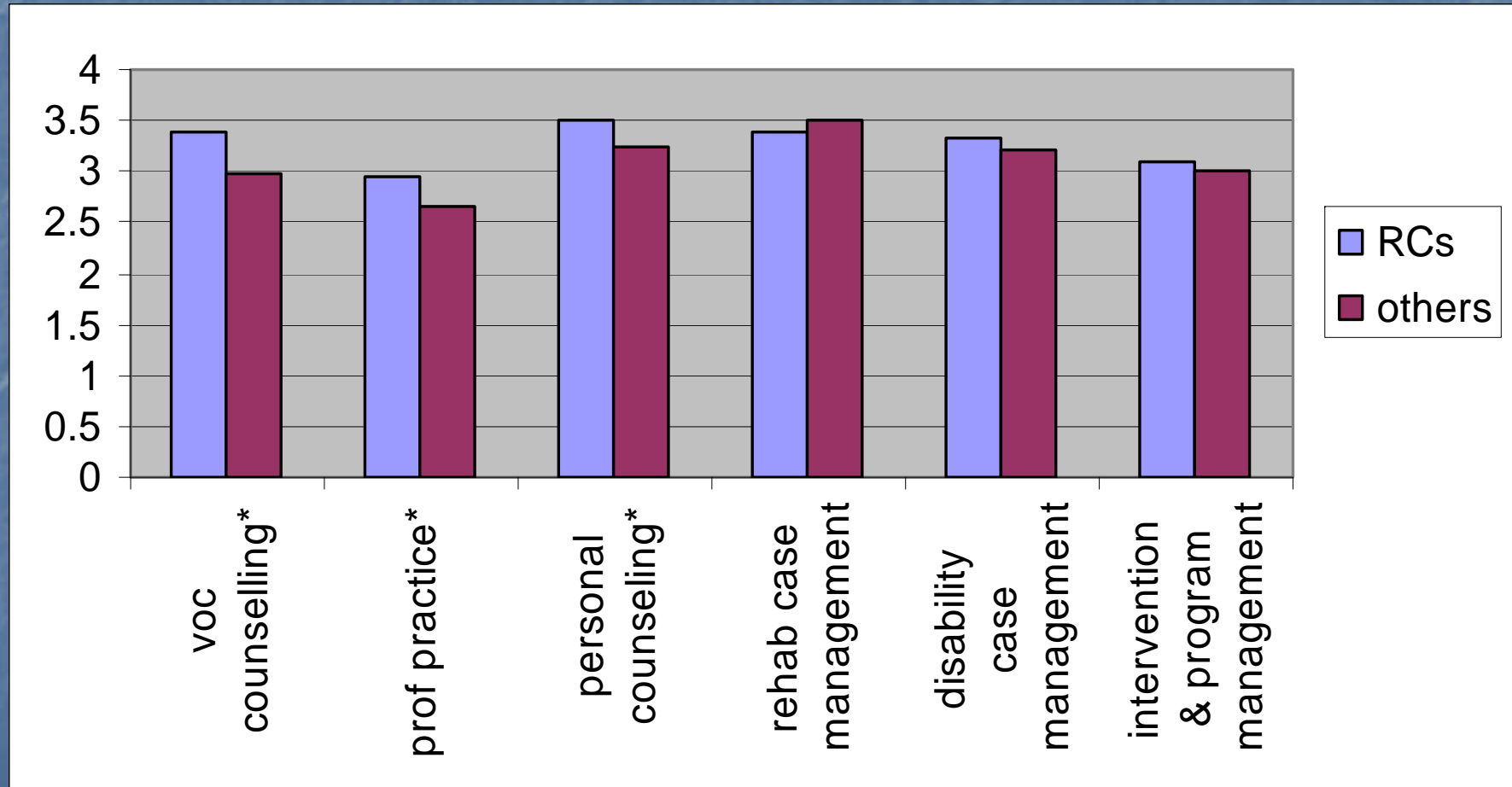
Australian DM research

- Little research on competencies for VR outside of US
- Over a decade since last Australian study
- Current job function and knowledge areas of RCs
 - Importance, frequency
- RSI-Amended, ISDMP, online survey
- 149 rehabilitation counselors
 - Professional associations, major employers, alumni
 - 77% female, mean age 35 years (SD = 11.89)
- Factor analysis, principle axis factor

Australian DM research

- Rehabilitation case management
Importance 3.42, frequency 3.16 (1)
- Personal counseling
Importance 3.41, frequency 3.08 (2)
- Workplace disability case mgt
Importance 3.29, frequency 2.76 (3)
- Vocational counseling
Importance 3.26, frequency 2.88 (4)
- Workplace intervention & program management
Importance 3.07, frequency 2.27 (5)
- Professional practice (advocacy)
Importance 2.87, frequency 2.19 (6)

Additional DM domains



Australian DM research

Conclusions

- Four domains from RSI-I mirrored previous work
- Two domains from ISDMP consistent with DM studies in the US
- Vocational and personal counseling and professional practice identified as domains of RC profession
- Rehab/disability case management, workplace interventions and program management identified as more generalist DM domains

German DM research

Aim of the study

- Tasks and competencies of disability management practitioners
- Recommendations for education, training and practice
- Replication of the Australian DM study

Methods

- Online surveys in 2008 and 2010
- Recruitment of participants via the German Social Accident Insurance (DGUV)

German DM research

Factor analysis (principal component analysis)
Separate analyses for RSI / ISDMP

RSI

Factor I „Client-centered support with vocational rehabilitation“

Eigenvalue 14, accounts for 22% of the variance

ISDMP

Factor I „Workplace intervention and program management“

Eigenvalue 12, accounts for 24% of the variance

Factor II „Workplace disability case management“

Eigenvalue 6, accounts for 12% of the variance

German DM research

Conclusions

- Two important competency domains (case management and organizational and managerial tasks)
- German rehabilitation professionals are generalists
- Different historic development, institutions and legislation in the area of vocational rehabilitation in different countries

U.S. DM Research

DM Role and Function Analysis Study by Certification of Disability Management Specialists Commission (CDMSC)

- Identify competencies, knowledge, tasks, and skills needed for proficient performance on the job
- Subject Matter Experts (SMEs) identified knowledge domains, skills and competencies essential for DM practice
- Validation Study conducted based on SMEs

U.S. DM Research

Validation

Questionnaire

- Developed based on SME evaluation and rating of performance domains & skills

Validation Scale

- Importance
- Criticality
- Difficulty

Identified

Knowledge/Skill Domains

1. Disability and Work Interruption Case Management
2. Workplace Intervention for Disability Prevention
3. DM Program Development, Management, & Evaluation
4. Employment Leaves & Benefits Administration

U.S. DM Research

DM Knowledge and Skill Domains

1. Disability & Work Interruption Case Mgmt

Importance (3.06), Criticality (2.20) & Difficulty (1.95)

2. Workplace Intervention & Disability Prevention

Importance (3.11), Criticality (2.28) & Difficulty (1.89)

3. Program Development, Management, & Eval

Importance (2.71), Criticality (1.8), & Difficulty (2.02)

4. Employment Leaves & Benefits Administration

Importance (2.22), Criticality (1.71), & Difficulty(1.64)

Universal DM knowledge domains

1. Rehab/Disability Case Management

- **Australia**

Workplace disability case management

- **Germany**

Workplace disability case management

- **United States**

Disability and work interruption case management

Eg of items: monitor progress of clients, assess workplace factors impacting RTW outcomes for clients, case management planning and coordination, develop RTW and work retention plans

Universal DM knowledge domains

2. Workplace intervention / prevention

- **Australia**

Workplace intervention [and program management]

- **Germany**

Workplace intervention [and program management]

- **United States**

Workplace intervention and disability prevention

Eg of items: promote legislation that supports DM & reintegration principles, promote DM to unions, employers, & other stakeholders, knowledge of evidence based practices in DM, facilitate attitudinal and behavioral change among worksite representatives to support RTW outcomes, job analysis/accommodations, assistive technology

Universal DM knowledge domains

3. Program development, management, & evaluation

- **Australia**

[Workplace intervention and] program management

- **Germany**

[Workplace intervention and] program management

- **United States**

Program development, management, & evaluation

Eg of items: Organizational needs assessment, develop & execute plans and strategies for effective DM programs, evaluate processes and/or outcomes of DM programs, metrics analysis & interpretation, financial planning & management