

First two years of sickness – who does what?

Manager	Registered Case Manager	HR	Occupational health officer
<p>In the case of a sick subordinate, is responsible during the first two years of sickness. He/she regularly has contact with the sick employee and records in DossierManager all relevant information about the course of the sickness, reintegration and the agreements made.</p> <p>Implements the Restrictions to Eligibility for Permanent Incapacity Benefit Act, in particular:</p> <ul style="list-style-type: none"> <li>• Sets up reintegration dossier;</li> <li>• Prepares plan of attack (on the basis of the problem analysis carried out by the occupational health officer) and amends it;</li> <li>• Evaluation of first year;</li> <li>• Provides support with regard to making WIA [Work and Income (Capacity for Work) Act] application.</li> </ul>	<p>Advises and supports managers (and possibly HR) with regard to dossier content, interventions (if necessary, source of information for managers from the first day of sickness).</p> <p>The case manager is the “process monitor”.</p> <p>After 3 weeks' absence contacts the manager in order to formulate clearly the questions for the occupational health officer;</p> <p>After 8 weeks' absence becomes actively involved in the absence dossier and advises the manager.</p> <p>Has a key role and is focal point for occupational health officers and other experts (employment expert, mediator, social welfare officer etc.)</p> <ul style="list-style-type: none"> <li>• Initiates SMT;</li> <li>• Arranges expert opinion request;</li> <li>• Supports in the case of dismissal situations;</li> </ul>	<p>HR monitors the sickness absence percentages, duration, frequency etc. (internal and external benchmark) and where necessary contacts the manager in order to discuss the absence.</p> <p>Checks whether manager conducts discussions about frequent absence; possibly provides support in this regard;</p> <p>If return to the original job is not possible, supports manager in finding appropriate other work in the organization. If this is not possible, provides support in regard to 2<sup>nd</sup> track (external).</p> <p>Holds managers to account who are (too) far behind in responding to signals in DossierManager.</p> <p>Provides support if manager needs help (mediation) in a labor dispute (particularly if the manager is personally involved in</p>	<p>Has medical responsibility for supporting the sick employee in accordance with the Restrictions to Eligibility for Permanent Incapacity Benefit Act and the conduct of the process during the first and second years of sickness. Complies with NVAB (Netherlands Society of Occupational Medicine), STECR (Reintegration Expertise Centre Foundation) and other guidelines.</p> <p>Participates in the SMT.</p> <p>Consults with manager, case manager and HR.</p> <p>Utilizes the intervention options in the Healthcare Bureau package.</p> <p>Complies with Director Corporate Health guidelines.</p>

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	<ul style="list-style-type: none"> <li>• Arranges recourse;</li> <li>• Objection and appeal procedures;</li> <li>• Utilization of no risk/subsidies;</li> <li>• Checks managers' open action items.</li> </ul>	the dispute).	
<p>Conducts absence discussions with the sick employee:</p> <ul style="list-style-type: none"> <li>• sickness report discussion;</li> <li>• follow-up discussion;</li> <li>• discussion about frequent absence;</li> <li>• discussion upon return.</li> </ul>		<p>Is involved together with the Director Corporate Health in the recruiting procedure for occupational health officers.</p> <p>Focal point for incapacity in connection with reorganizations.</p>	