

Working in Partnership with OH



My role

- * Who I am & what I do
- * Role has two elements (strategic/operational)
- * Previously worked across all Support Groups(SG)
- * Recognised that absence (Long Term, Short Term) is a key business problem and which has been low priority



Managing Absence: Who's responsibility is it... ?

- * Management
- * Individual
- * HR
- * OH

All of the above, but ultimately the manager's



Challenges we faced in the Support Groups

- * Culture of Support Groups
- * Culture of E&B - sent to OH after 4 weeks absence
- * OH 'on employees side'
- * Only sent to OH as a punishment
- * Don't get the right information from feedback
- * OH don't tell us everything we want to know



What we did to improve...

- * Support Groups HR prioritised the work to improve service provision for area staff, management, local HR and OH:
 - Due to the needs of our business areas and through training and working to create a partnership model with OH
 - Head of HR worked with Head of Occupational Health(OH) to develop a greater understanding of each other's difficulties
 - Has lead to regular two way communication between HR and OH
 - Additional benefit is a fuller understanding and appreciation of each others role and legal obligations from the health side – patient/client relationship



How this works in practice

- * Management training (to be discussed later)
- * Good use of the absence reports available from the system which provide the basis for discussion
- * Monthly meetings/discussions with local management to discuss cases
- * Manager (or HR dependant on case) will make a 'hypothetical' phone call to OH if necessary prior to the referral
- * Jointly agree basis and content of referral (where appropriate)
- * Manager to write referral and send via HR
- * HR pay particular focus to the 'other relevant information section' on form asking specific/particular questions
- * Case conferences with management, HR and OH as required
- * TRUST is key!



Management training used in the Support Groups(SG)

- * Rolled out 2 new workshops for ALL people managers across SG's
 - * Absence Management
 - * Wellbeing in the Workplace
- * Worked in partnership with Occupational Health, Learning & Development and Staff Counselling to design the products
- * In the Support Groups in some circumstances these workshops have been:
 - * Mandatory for some staff groups (i.e. E&B Managers)
 - * Tailored



Absence Management

AIMS of session:

- * Have the knowledge & skills to manage absence effectively
- * Understand your role, rights and responsibilities in managing absence
- * Be confident in the UoE process
- * Understand the support available from HR & Occupational Health



Topics covered

- * Cost
- * Roles and Responsibilities (*making reference to the policy and emphasising individuals have a responsibility also*)
- * Key processes and documents (*reference fit notes, self certs, local reporting procedures*)
- * Return to work
- * Role of OH and how they offer support
- * The referral process (*'rubbish in = rubbish out'*)
- * Case studies and group interaction are used to demonstrate and draw out the relevant points



Delegate Feedback

- * Don't feel so daunted knowing there is support available
- * Importance of local procedures, as a result of training I will look at our local procedures and ensure everyone is aware of them
- * Understanding the role OH plays
- * The course is essential and worthwhile
- * Essential course to attend as it equips you with the skills and knowledge in how to manage absences, recognising that this is complex and can require specialist expertise
- * Very worthwhile attending, good opportunity to ask questions and seek clarifications
- * Format of course allowed for free discussion
- * Go on it!
- * Go!



Benefits of this workshop

- * Reduction in absence rates in some areas
- * Better overall management practices
- * More consistent practices of managing absence
- * Better quality of referrals
- * More timely referrals
- * More attention to the impact of absence
- * Better established local procedures



Wellbeing in the Workplace

AIMS of session:

- * Explore some of the common mental health issues that arise in the workplace
- * Build confidence in your role as manager when supporting staff
- * Understand your role in promoting positive mental health and wellbeing in the workplace



Topics covered...

- * Costs
- * Brief legal context
- * Spectrum of Ill Health
- * What impacts our wellbeing
- * Common types of mental distress (stress, anxiety and depression)
- * Bereavement and the grief cycle
- * Having the difficult conversation with someone
- * How to create a supportive environment
- * How to improve your own wellbeing



Delegate Feedback...

- * You can only do the wrong thing if you do nothing
- * Everyone is different and has to be treated as an individual
- * How to recognise some of the signs
- * Good use of time
- * Give you confidence to handle matters of wellbeing
- * Gives you confidence to tackle stigma
- * Attend!



Benefits of this workshop

- * The start of a culture where wellbeing is openly talked about
- * More confident line managers in tackling sensitive issues
- * Staff feeling greater sense of support and understanding
- * More accurate referrals to OH, therefore more useful data being gathered.



Overall Benefits of the work

<p>Staff</p> <ul style="list-style-type: none"> * Quicker action = better outcome * Feeling of more supportive environment * Earlier returns to work * Better phased return/amended duties <p>OH</p> <ul style="list-style-type: none"> * Better, frequent and clearer communication * Understanding mutual advantages in working together * Working toward strategic goals with a joined up approach * Increased Training opportunities 	<p>Management</p> <ul style="list-style-type: none"> * Reduction in LT absence * Acceptance OH there to help * Staff back at work sooner * Cases closed off quicker <p>HR</p> <ul style="list-style-type: none"> * Better working relationships * Greater understanding of roles * Easier to provide advice * Happier staff/Management
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Next Steps/Other work

- * UHRS – Learning and Development is currently working with the HR teams across the Colleges to assess the need for these workshops across the full university in 2014-15
- * Other work within HR and OH
 - * Occupational Health Review is underway
 - * CMVM – held Mental Health Awareness Event
 - training from “Macmillan Cancer Support”
 - offer additional support to returning staff

Questions

Thank you.