



# RETAIN

*Improving the Working Life  
of Disabled People*

WWW.EQUAL-RETAIN.EU

SEPTEMBER 2007

## THEMATIC WORKING GROUP 1 - A COMPETENCE FRAMEWORK FOR INTERMEDIARIES www.equal-retain.eu

### What is it about?

In order to address the challenge to include or prevent exclusion of persons with disabilities or long standing health problems in the labour market, the role of a key broker between the individual and the employer is crucial. Intermediaries can be used as broker between employees who become disabled or chronically ill and employers. Such intermediaries should be able to demonstrate that they possess specific competencies.

### Target groups

Organisations who have an intermediary role in (re)integration and job retention of people with disabilities or long standing health problem. The website is set up as a guideline for them to coach them through the process in developing a competence profile for their intermediaries (case workers, job coaches, ...). This competence profile should support these organisations in recruiting the right person for the job of intermediary, in appraisal of intermediaries and in individual development and team building.

### Structure of the website

The website includes the following information:

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[Introduction](#)   [Theory](#)   [Intermediary role](#)   [Projects](#)   [Templates](#)   [Evaluation Toolkit](#)   [References](#)

**In 1 click towards ...**

- Introduction:** This section describes the reason and process in developing the website 'Competence Profile for Intermediaries'
- Theory:** This section gives theoretical background about competence frameworks, its use and issues to consider
- Intermediary role:** This section presents information about creating an intermediary role, using a Plan-Do-Check-Act circle. Two case studies describe the use of the PDCA circle in developing an intermediary competence profile.
- Projects:** This section introduces 5 intermediary roles, implemented through the 4 transnational partners of RETAIN
- Templates:** This section describes 2 different templates, which can be used for making a competence profile. For each template is 1 developed competence profile added.
- Evaluation toolkit:** This sections acts as an appraisal for the competency model, and includes examples of questions for selfevaluation, evaluation by beneficiaries and evaluation by management / organisation.

**Logo: EQUAL**

**Logo: INTRO+DM**  
Managing Disability at Work

**Logo: zoron**

**Logo: aequo**

NL / E / PL / IT / FR  
More information on the transnational project RETAIN  
Contact

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“This website has been compiled on behalf of the RETAIN Transnational Thematic group 1 by Judy Morsa and Mario Verzele from Intro\_DM – Belgium with support of Ben Hayes and Natalie Maddison from the London Workforce Futures Partnership – UK, with the support of Salvo Conti from ex Aequo Partnership - Italy, Ania Niemier from Zoron - Poland”.

The Development Partnerships – Intro\_DM, UK London Workforce Futures, Ex Aequo and ZORON - supported by the European Social Fund under the EQUAL programme are working together to develop new strategies and best practice to address the needs of individuals in the labour force who are suffering from mental health or physical health issues which are preventing them from taking full part in economic activity. The EQUAL Initiative is a laboratory for new ideas to the European Employment Strategy and the Social inclusion process. Its mission is to promote a more inclusive work life through fighting discrimination and exclusion based on sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation. EQUAL is implemented in and between Member States and is funded through the European Social Fund.

[http://ec.europa.eu/employment\\_social/equal/index\\_en.cfm](http://ec.europa.eu/employment_social/equal/index_en.cfm)

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