



Workplace Influence Assessment to assist in OH Referral Process

To be used by the Line Manager in ALL cases of reported 'stress'

Section A

Have you spoken to the employee about their current health/work issues?

If No arrange to have a welfare meeting. If Yes proceed with Section B

Section B

Do you or the employee believe that work is a factor?

If No make occupational health referral in the usual way if this is appropriate.

If Yes proceed with Section C and then decide if an OH referral is still necessary. If a referral is to be progressed then OH will require responses to the following:-

Section C

1. Discuss work demands and note any concerns in relation to real or perceived issues. Discuss operationally feasible adjustments which may resolve the concerns.
2. Discuss Control over work demands i.e. how much say the employee can reasonably have in how they manage their day to day activities at work. Where the employee feels that control is feasible but not in place then listen to possible measures to improve this. Where control is not feasible then consider how the employee can come to terms with the essential ways of working. This may be by engaging with therapy and occupational health can assist with this.
3. Consider what Support is available to the employee both at work and at home and check if there are any additional measures which could be put in place either short or long term to assist the colleague. **Remember to promote the EAP Service which is funded by the Council to assist all employees and their families**
4. Relationships with both peers and managers is often cited as a cause of stress and it is helpful if the manager looks into this issue carefully with the employee. Encourage the employee to discuss issues however where there is a breakdown due to appropriate management action e.g. disciplinary matters then this needs to be discussed openly and in a non-threatening manner.
5. Role ambiguity can cause stress with individuals and so clarity of role and responsibilities must be discussed and addressed where this is a concern.
6. Employees will feel anxious where changes are occurring within the business which are not being effectively communicated. Check if this is an issue and discuss openly and be as informative as you are able. If there is an embargo on business announcements then make this clear and advise that you will communicate as soon as you are able.

If you require telephone OHA advice prior to referral please call client services to arrange to discuss