

Certificate in Disability Case Management

Build the practical skills to coordinate care, plan return-to-work and support clients.



JAN 18, 2027

3 Months
Part-Time

Blended
Online

\$3,650 CAD

Skills You'll Gain

Motivational and Functional
Interviewing

Graduated RTW Planning

Decision-Tree Case
Management

Case Documentation and
Coordination

Cross-Sector Stakeholder
Communication

Prepare for Roles Like

Disability Case Manager

RTW Coordinator

Accessibility & Disability
Management Consultant

Admission Requirements

Direct Enrolment

What You'll Learn

This skills-based program prepares you for careers in disability case management, accommodation coordination, and return-to-work planning across healthcare, insurance and HR. This program's coursework exceeds the training hour requirements for CSPDM Pathways 3 and 5, positioning you to pursue the CRTWC designation after gaining the required field experience.

01 / Interviewing and Information Gathering

Conduct, document and analyze investigative and functional telephone interviews with clients, employers and healthcare providers. Build the information-gathering skills that underpin every case. You'll be assessed through a recorded telephone interviews roleplay with full documentation.

02 / Case Assessment and RTW Planning

Apply functional job analysis methodology and design graduated Return-to-Work plans. Learn to manage complex cases using a structured decision tree framework, coordinating with insurers, HR and medical professionals.

03 / Applied Practice and Professional Consultation

Develop reflective professional judgement alongside a confirmed industry-partner mentor. Gain real-world exposure through scenario-based Riipen projects. You will be assessed via a capstone project delivered with your industry partner, which you can add to your professional portfolio.



Course details and fees subject to change. Visit yorku.ca/continue.

Why York University School of Continuing Studies

Designed for working professionals, the School of Continuing Studies combines academic rigour with real-world application—so you graduate with skills you can use immediately.



Work-integrated learning with skills today's employers are prioritizing



Applied learning through real-world challenges with current industry insights



Industry-informed curriculum shaped by subject matter experts



Cohort-based learning that builds lasting professional connections



Flexible formats designed for working professionals

Not sure if this program is right for you? Let's talk.

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LEARN MORE
continue.yorku.ca

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