



Position Description

Position Title:	Account Executive - Recovery at Work Coordinator
Team:	Workplace Solutions
Direct reports:	No direct reports
Reports to:	Account Manager
Qualifications/ Experience:	<ul style="list-style-type: none">• Allied health qualification or qualification from a relevant field• 3+ years' experience within Workers Compensation agents or personal injury industry as a Return-to-Work Coordinator / Manager, Case Manager, or Occupational Rehabilitation Provider• WorkSafe/SIRA accredited RTW qualification/s• Experience or knowledge of injuries and the implementation of Return-to-Work Programs, within an organisational context• Ability to manage multiple and complex physical and psychological injuries within tight deadlines
Technical skills:	<ul style="list-style-type: none">• Ability to maintain a high level of customer service• Workers Compensation claims management and/or underwriting experience• Understanding of relevant Workers Compensation legislative obligations• Strong organisational and administrative skills and experience• Injury management and return to work skills and knowledge
Job Purpose: Main Activities	<p>Supporting the company in achieving its strategic goals and growth by servicing a portfolio of accounts to provide specialist return to work expertise to a portfolio of complex Worker's Compensation claims and working closely alongside Account Managers to provide coaching and mentoring in relation to effectively managing Injury claims across our clients. The overarching goal is to drive our clients' existing business performance goals and reduce the premium impact associated with Workers Compensation claims.</p> <ul style="list-style-type: none">• Actively manage a portfolio of clients requiring return-to-work and case management. Identify and assess key injury trends, risk exposures, and opportunities for improved performance.• Provide case management advice and coaching to Clients and injured employees.• Implement best practice early intervention and return-to-work risk management practices.

- Utilising your knowledge and skills in return to work and injury management, and exceptional stakeholder management skills, to drive optimal return to work outcomes.
- Manage and run claims review meetings and have high-level knowledge and skills in claims management, rehabilitation and return to work strategies.
- Co-operate with the employer to enable compliance with any reasonable requests relating to injury management and return-to-work.
- Arrange and facilitate medical case conferences with GP's, service providers and Specialists.
- Identifying and pursuing new business opportunities in conjunction with Account/Team Manager.
- Regular face-to-face meetings with larger clients and frequent digital meetings in line with the client's expectations/preferences. Build close relationships with key day-to-day contacts and support the company to develop relationships at senior levels.
- Establish and maintain contact with workers and supervisors to encourage active participation in the return-to-work process.
- Monitor, progress, and coordinate injured workers' recovery at work.
- Assist with the timely identification of suitable and meaningful duties.
- Develop and implement cost-effective return-to-work strategies to align with business goals and reduce premiums.
- Ongoing communication with doctors and other stakeholders to negotiate and facilitate a safe and durable return-to-work.
- Monitoring of selected rehabilitation and other third-party service providers to ensure best practice outcomes.
- Facilitation of case meetings with all key stakeholders to advance return-to-work and injury management.
- Triaging of incidents, injuries, and Workers Compensation claims.
- Lodgement of Workers Compensation claims with insurers and internal record updating as required.
- Support supervisors following up on Medical Certificates if required.
- Assist supervisors to develop complex or technical return-to-work plans.
- Provide support to the HR department should workers not be able to return to their pre-injury role.
- Ensure key RTW-related activities are actioned and resolved appropriately within prescribed timeframes.
- Collate and maintain confidential case notes and records in line with laws and guidelines.
- Compliance with Workers Compensation regulatory requirements.
- Train and educate supervisors and workers on best injury management and return-to-work processes.
- Support the payroll department with wage entitlement information if required.
- Provision and maintenance of key active claim data and analysis.



Our Values:

Innovation – Our approach is forward-thinking and adapts to the industry's changing environment. We offer unique and creative solutions for our clients.

Integrity – We always maintain the highest ethical and professional standards. By standing by our principles, we are true to ourselves and our clients.

Collaboration – We work closely as one team and ensure that our clients are at the forefront of everything we do.

Trust – Through dedication and commitment, we build long term relationships on the solid foundations of trust, respect and proven performance.

Professionalism – We are an agile, resourceful team of financial professionals, who know the value of experience and reliability – reflected in our history and reputation.

Persuasiveness/Sales Ability

Developing and utilising suitable communication styles and techniques to gain acceptance of an idea, plan, activity, service or product from prospects and clients; demonstrating knowledge of the sales process.

Behavioural Competencies:

Negotiation

Effectively exploring alternatives and positions to reach outcomes that gain all parties' support and acceptance. Presenting rational arguments, drawing on reason and logic in making a case; demonstrating that a course of action is of mutual benefit; focuses on the problem rather than the person in a negotiation.

Client Relationship Management

Identifying potential for and developing new client relationships; proactively identifying client requirements; undertaking actions which meet and/or exceed client expectations; using communication styles and methods to ensure understanding and enduring client satisfaction.

Building Business Relationships

Using interpersonal communication styles and methods to maximise partnerships with business associates (e.g. clients, suppliers, agents as well as other staff) to meet mutual business aims and objectives.

Communicating Ideas and Information

Clearly expressing ideas both on a one-to-one basis and in group situations (including non-verbal communication); expressing ideas effectively in written format in line with style guidelines that contain correct and appropriate syntax, grammar, language and terminology; adjusting language to suit the requirements of the recipients.

Developing Performance

Developing the performance, competency and qualifications of team members by planning effective professional development activities related to current and future job requirements.

Teamwork/Team Membership

Demonstrating the ability to work effectively in a team/work group or those outside the formal line of authority (e.g. peers, senior managers), not as a team leader but as a valued member who assists in building morale and makes extra effort to help the team reach organisational goals; taking actions that respect the needs and contributions of

	<p>others; contributing to, accepting and promoting the consensus; subordinating own objectives to the objectives of the organisation or team.</p> <p>Team Development</p> <p>Using appropriate communication styles and techniques to develop esprit de corps and intra-team co-operation; managing disputes and conflict to the best possible solution; demonstrating awareness of the needs and the contributions of team members.</p> <p>Influencing</p> <p>Using communication and interpersonal styles and methods to inspire and guide individuals (subordinates, colleagues and superiors) toward improved goal achievement; modifying behaviours to accommodate tasks, situations, and individuals involved; influencing factors outside line control to achieve goals.</p> <p>Delegation</p> <p>Allocating task responsibilities and decision-making authority to appropriate team members, optimising their time, skills and potential for success.</p> <p>Quality Orientation/Thoroughness</p> <p>Showing concern for completeness and accuracy around tasks, information and project management. Accomplishing tasks with concern for all areas involved, no matter how small; maintaining watchfulness over a period of time. Discovering weaknesses or missing data and acting to correct. Keeping track of many details without forgetting items.</p>
Authority	<p>Duties to be referred to the Compliance Manager</p> <p>Immediate reporting of any potential Professional Indemnity exposures to Gow-Gates.</p>