

# Australia Jobs Expertini®

## Case Manager

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Company: Employers Mutual Management Pty Ltd

Location: Melbourne

Category: other-general

EML is a leading **Workers Compensation** and **Personal Injury Claims Management** business. Our goal is to help people get their lives back through **ongoing support during their return-to-work journey**. We continue to experience ongoing growth and now have **4,000 dedicated employees**. We foster a learning culture that allows for us to continually invest in our employees ensuring a **long-term career** here at EML.

### THE OPPORTUNITY

As part of our diverse team based **Melbourne**, you will help make a positive impact on someone's life every day. You will feel great satisfaction knowing your talent and hard work has a purpose.

Working as part of the **Recovery & Return to Work or Maximising capacity** this exciting case management role is to pro-actively manage a portfolio of claims, provide exceptional customer service to all stakeholders and support injured workers to recover and return to work.

Case Managers in this team work alongside designated specialist roles including a New Employment Specialist, Technical Specialist, Clinical Advisor, Mental Injury Specialist and our Mobile Case Managers, ensuring you and your portfolio of stakeholders are supported.

This will be **permanent, full time** position based in the **Melbourne** office, with flexibility to work from home.

### YOUR RESPONSIBILITIES

Provide early, timely and personal customer focused and empathetic service to injured workers and employers

Proactively support the injured worker and employer (across corporate, industry and SME) through the recovery and return to work process

Proactively and effectively manage all aspects of a caseload of worker's compensation claims within the legislation and compliance guidelines

Deliver the desired customer experience to all stakeholders and manage the end-to-end outcomes for a portfolio of cases

Adopt a service- orientated approach that is focused on early intervention and the interests of all stakeholders

Ensure that active and timely intervention occurs to improve recovery and return to work outcomes

## **ABOUT YOU**

Experience managing claims in the workers compensation industry or personal injury environment

Knowledge of the Victorian workers compensation scheme, legislation and policies

High attention to detail and organisational skills

High level of resilience and a willingness to hold complex conversations

Excellent oral and written communication skills

Committed to supporting injured workers with their recovery and return to work

## **WHAT WE OFFER**

We stand together as equals. EML is an equal opportunity employer so by coming to work for us, you will be part of a culture that celebrates diversity and inclusion. We are committed to maintaining a workplace where everyone feels valued and where we show respect, integrity and honesty.

EML provides career opportunities and great employee benefits, including:

- A vibrant, collaborative innovative team culture
- Flexibility with opportunity to WFH when you are fully trained in your role.
- A corporate wellbeing program with discounted health insurance and gym membership

- Access to discounts at over 350 retailers through our Rewards Hub program
- Entitlement to an annual tenure and performance-based recognition reward
- Comprehensive learning and development support
- Companywide events to celebrate success.
- Quarterly Reward and Recognition Awards
- Up to 16 weeks paid parental leave, plus super

We value our people and are committed to supporting our employees by investing in their professional development and providing generous employee benefits. If this position is of interest to you, please apply now.

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