

## Return To Work Officer

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Company: Gallagher

Location: Adelaide

Category: business-and-financial-operations

### Introduction

Join our growing team of dedicated professionals at Gallagher Bassett, who guide those in need to the best possible outcomes for their health and wellbeing. You'll be part of a resilient team that works together to redefine the boundaries of excellence. At our organization, we value collaboration and making a positive impact in the lives of our clients and claimants, offering you the opportunity to join a team where your skills and dedication can truly make a difference. **GUIDE. GUARD. GO BEYOND.**

We believe that every candidate brings something special to the table, including you! So, even if you feel that you're close but not an exact match, we encourage you to apply.

### Overview

Gallagher Bassett is Australia's largest Third Party Administrator (TPA). Our focus is refreshingly simple: we manage insurance claims on behalf of insurers, brokers, government bodies and self-insured corporations.

Drawing on our global network and extensive local resources, Gallagher Bassett provides customised claim and risk mitigation solutions that improve our clients' outcomes. As pioneers in this fast growing sector, we continue to set the benchmark for quality, customer service and TPA systems across all insurance sectors.

Gallagher Bassett (GB) has six offices in Australia located in Northern Territory, Adelaide, Perth, Brisbane, Melbourne and Sydney, and employing over 1,600 staff.

### How you'll make an impact

In the role of a Return to Work Officer (RTWO) is a key support into the Return to Work

Specialist (RTWS) space whilst also developing skills, knowledge, and experience in managing face to face interactions with workers, employers, and providers.

The Return to Work Officer is responsible for the delivery of a personalised, empathetic service, that provides early intervention and high-quality face-to-face service to workers, employers and treating health practitioners.

**On a day to day basis you will:**

Manage a portfolio of both Corporate and Commercial medical expense claims ensuring appropriate risk assessments are carried out

Maintain knowledge of relevant legislation or changes to ensure accurate claim advice is provided to our customers

Provide effective and efficient claims administration

Provide high quality customer service to internal and external stakeholders, educating and informing stakeholders on the return to work process

Monitor progress on agreed actions and proactively engage all parties involved on a claim to ensure accountability as required

Monitor the quality of the services being provided to workers and employers taking into account consideration of best practice service principles and legislative requirements

Facilitate and monitor cost management strategies on claims, ensuring cost effectiveness for the purpose of sustainability of the scheme;

Maintain accurate and detailed documentation within the appropriate system at all times

Assist employers and workers with completing any documentation needed, educating employers and workers in completing any workers compensation documentation as required

**About you**

**We are interested in hearing from people who have:**

Demonstrated Case Management or similar experience with the ability to liaise with multiple stakeholders

Workers Compensation and/ or Claims Management experience is desirable

Previous experience in the Allied Health or Job Placement industry

Knowledge of all available 'return to work' services for workers and employers

Excellent communication and interpersonal skills as well as a team player attitude

Demonstrated high levels of autonomy with a learning mindset.

Exceptional time management and organisation skills

Experience working within a dynamic fast paced environment

### **Working with us:**

GB values its employees and offers a friendly, comfortable working environment that facilitates a Work and Life Balance! GB recognises that our benefits program holds a different value or meaning to each employee. At GB, there are a number of benefits available to our team to ensure we capture a wide range of products and services that we believe will positively impact our diverse workforce.

### **Just a few of our benefits include:**

Discounted Insurance

Dress for your day

Novated Leasing

Flexible & hybrid working

### **To apply:**

If this role sounds like your new career– we want to connect! Click on Apply for this Job. To be considered for this opportunity you must have right to live and work in Australia when applying. Agency applicants will not be considered for this position.

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