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Return to Work Specialist

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Company: Gallagher Bassett 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 Specialist you will be is responsible for the delivery of a

personalised, empathetic face to face service for individuals that have experienced a workplace injury. The roles focus is to positively influence and encourage parties to participate in the return to work process and take ownership of actions.

On a day to day basis you will:

Facilitate and attend regular face to face visits with the injured worker, employer, treating health practitioners and allied health professionals

Educate and inform stakeholders on the return to work process, legislative requirements etc.

Educate the injured worker on the benefits of utilising specialists, services and available support to assist in achieving the agreed return to work goals

Attend medical reviews with the injured worker to promote implementing strategies and early intervention

Work closely with vocational providers to achieve return to work and return to life outcomes for the injured worker

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

Work closely with internal stakeholders to ensure consistency across portfolios, to produce return to work outcomes or review of entitlements

Communicate with all relevant stakeholders to develop a Work Plan (Service Plan) regarding the return to work process

Ensure accurate and detailed documentation is recorded to ensure evidence based decisions on all claims;

Attend file reviews with employer representatives;

Assist and educate employers and workers in completing any workers compensation documentation as required

About you

We are interested in hearing from people who have:

Recent or previous work experience in Workers Compensation and/ or Claims Management experience is highly desirable

Experience in the Allied Health or Job Placement industry is highly desirable

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

Demonstrated knowledge of the Return to Work Act and its application

Demonstrated knowledge of relevant acts, legislation and work health benefits

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.

Apply Now

Cross References and Citations:

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