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Return to Work Specialist

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Company: EML (Employers Mutual Limited)

Location: Melbourne

Category: business-and-financial-operations

EML is a leading Workers Compensationand Personal Injury Claims Management business. Our goal is to help people get their lives back throughongoing 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 in **Melbourne**you'll help make a positive impact on someone's life every day. You'll feel great satisfaction knowing your talent and hard work has a purpose.

Working alongside the Recovery and Return to Work Program, this exciting position requires a motivated self-starter to provide specialist support and advice to the 0-55 weeks claims teams. You will work closely with the Performance Managers and the broader EML team, this position will maintain a particular focus on ensuring innovative RTW & Recovery strategies are developed and supported which in turn, will enable us to provide tailored, person centric claims management. You will use your previous experience across many facets of workers compensation to coach case managers and provide strategic advice in accordance with Victorian workers compensation law and WorkSafe Victoria guidelines to support and drive the Recovery and Return to Work Program.

This permanent full-time role is based in our Melbourne CBD ffice.

YOUR RESPONSIBILITIES

Provide hands on support to claims teams and the Performance Managers to work towards

safe and sustainable RTW outcomes

Provide support to Case Managers and Specialist Staff in developing RTW & Recovery strategies along with staff capability through feedback and coaching

Undertake discussions with case managers to ensure soundly based rehabilitation & RTW goals are established to allow for focused RTW activity

Provide specialist assistance and one on one support to team members regarding all facets of claims management strategy

Provide specialist advice on complex claims strategy as well as undertaking RTW activities, inclusive of direct engagement with external stakeholders

Review and provide feedback on current claims management practices, ensuring emerging trends are identified and managed

ABOUT YOU

Demonstrated experience in claims and/or injury management

Demonstrated experience in engaging with external stakeholders to support outcomes for injured workers

High attention to detail and organisational skills

Sound understanding of legislative and commercial contract requirements and performance measures

Ability to accurately interpret relevant legislation (including Acts, Regulations and case law)

Experience in providing training and coaching to improve capability of claims team members

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

Access LinkedIn Learning - 18,000 courses to advance your professional education

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.

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