

Return to Work Specialist

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Company: Gallagher

Location: Parramatta

Category: other-general

Overview

Gallagher Bassett (GB) is Australia and New Zealand's premier third party claims administrator. We manage claims on behalf of insurers, brokers, government bodies and self-insured organisations. We are part of the leading global risk management and insurance group Arthur J Gallagher & Co. Life at GB is an adventure - often fast paced, unpredictable, challenging and deeply rewarding. It is social and engaging, with our unique and positive culture underpinned by The Gallagher Way – values lived daily by our people. In addition to flexible working options, we also offer supportive learning and career pathways and provide ongoing access to training and career development. We invest in our people through strong succession planning and have a number of mentoring and training programs available. There are some great things happening at GB as we move through a period of exciting period of transformation and change, including the introduction of dedicated specialist hubs within our claims functions that are truly unique to the market and our service offerings to injured workers and clients alike. And, we want YOU to be a part of it all!

Gallagher Bassett's service delivery model has been built to support holistic and tailored recovery and return to work (RTW) strategies to deliver superior outcomes. Our model focuses on specialisation and segmentation by injury type and claim duration, enabling alignment of the right skillset to the right role. Key features of our model also include:

- Dedicated Hubs of Expertise who provide guidance and support for Claims Consultants
- Opportunities to specialise in a specific function;
- Centralisation of several Technical and Legislative functions to empower Claims Consultants to focus on recovery, RTW and service

delivery; Variety of new and exciting career pathways across the lifecycle of a claim; Support to focus on high-value tasks through administrative and continuous improvement functions, decision support tools and innovative solutions. Gallagher Bassett's model ensures optimal portfolio sizes based on both complexity and volume, to ensure Claims Consultants have the capacity to: Be thoughtful, considered and proactive in their approach; Undertake ongoing training to develop and refine skills; Focus on their own wellbeing. Our approach ensures we wrap our arms around our people and provide the appropriate support to flourish through: 90-day onboarding program; Dedicated Capability Specialists on the ground for ongoing support; Job rotation opportunities to support staff wellbeing; Personal Injury Taskforce to support teams during periods of leave. As the Return to Work Advisor, you will support the Claims teams with strategic return to work, recovery and independence advice. Working closely with all internal and external stakeholders, you will support claims risk triage, case management strategies for more complex claims, educate claims staff on injury and RTW best practices, enhance injury management planning and undertake face to face interventions where required to support our customers. This role provides a unique opportunity to provide specialist support and grow your career in an exciting direction. In our expansion as a start up and disruptor to the current market, you will lend your experience to build and grow the technical expertise, operations and processes across the function. How you'll make an impact Support customers and clients with the recovery, return to work (RTW) and return to health, undertaking RTW and treator conference visits where required (virtual and in person); Support case management of claims with regular claim conferencing and proactive identification of recovery risk factors with claims staff within the team; Develop and support strategic return to work and recovery solutions, and coach teams in continuous improvement and best practice claims management; Collaborate with internal and external stakeholders, medical professionals and Occupational Rehabilitation Providers throughout the recovery journey; Enable injured workers with education, benefits of services and other rehabilitation and/or vocational support; Educate and inform stakeholders on the return to work process and legislative requirements. About you Has worked as a RTW Specialist at an insurer or in-house RTW Co-ordinator managing developing RTW strategies and managing performance measures to achieve outcomes; Exceptional time management and organisational skills; Effective coaching ability; Highly developed communication skills, with the ability to engage and influence at all levels of organisation; A strategic mindset and approach to work; A strong sense of team

and collaboration; A resilient attitude.

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