

## Senior Case Manager

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Company: Eml

Location: South Australia

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 over 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 Adelaide , 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.

The purpose of this role is to pro-actively and effectively manage claims, including disability management aspects of a caseload of claims within the legislation or policy and achieve compliance with the performance measures. The role acts as a senior member of the team, including coaching and escalations responsibilities.

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

**YOUR RESPONSIBILITIES** Prepare and implement strategies regularly within timeframes to achieve the optimum outcome and minimisation of claim costs. Liaise with all internal and external stakeholders regularly to progress strategies and actions. Assess aspects of liability and recovery relevant to the legislation or policies while undertaking ongoing reviews in relation to entitlements and payments. Proactively manage rehabilitation providers and approval of rehabilitation plans/wellness plans in accordance with guidelines. Conduct

health promotion activities to enhance the customers wellbeing and empower them to participate in their own treatment and recovery.

ABOUT YOU Demonstrated experience in worker's compensation claims management An empathetic, resilient, and motivational approach to provide customer centric support A driven professional with highly developed written and verbal communication skills Careful consideration to detail with a high concern for accuracy Strong stakeholder engagement and management 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.

About Us There's huge satisfaction from knowing that your talent and hard work has a purpose. You will be making a difference that counts.

Our people care about making a difference. We are looking for people who share our commitment to positive change. Once we have found you, we pull out all the stops to keep you.

The focus and support we provide for career development are one of the reasons we

have such a vibrant, engaged, and talented team.

You will not be forgotten here.

Your career at EML will be full of opportunities to gain new skills, work, grow and succeed with us.

#J-18808-Ljbffr

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