Vocational Services Manager

Role Description

# Reports To

General Manager Rehabilitation Services.

# Direct Reports

Nil.

# Purpose of Position

The Vocational Services Manager acts as a subject matter expert for vocational rehabilitation services to clients with a return to work or recovery goal.

The Vocational Services Manager is an experienced consultant with a deep understanding of the workers compensation, CTP insurance, DVA, life insurance rehabilitation services and employment services industries.

The Vocational Services Manager assists the operations managers to deliver best practice rehabilitation services by providing quality assurance, coaching, mentoring, supervision and training to rehabilitation consultants and employment consultants.

# Responsibilities

## Customer and Client Service

* Conduct and review initial rehabilitation needs assessments in accordance with industry standards, contractual requirements, and company policies and processes.
* Develop and review comprehensive rehabilitation plans to guide return to work and / or recovery.
* Conduct and review assessments relevant to your discipline such as personality assessments, vocational assessments, transferable skills assessments and psychological assessments.
* Conduct and review labour market analysis and reports.
* Provide and review job search assistance to clients.
* Provide comprehensive case management and work in collaboration with stakeholders in the rehabilitation process to achieve rehabilitation goals and outcomes.
* Facilitate approval, implementation, monitoring and reviewing of rehabilitation plans.
* Provide and review comprehensive and timely reports on rehabilitation progress and closure.
* Ensure accurate and timely records are kept in line with industry standards, legislative, contractual requirements, and company policies.
* Participate in, develop and provide professional development, training, coaching, and supervision activities to ensure delivery of high quality services.

## People Management

* Assist in the recruitment and selection of employees and contractors to deliver high quality rehabilitation services to our customers and clients.
* Assist in the onboarding and induction of new team members.
* Assist in the monitoring and reviewing of the performance of team members to ensure high quality and compliant services are delivered and business objectives are met.
* Assist in the development and implementation of coaching and training and development programs for team members.
* Assist in performance management and disciplinary actions of team members if required.
* Assist in implementation of rosters and work allocations to ensure the efficient and effective delivery of services.

## Financial Responsibilities

* Ensure all items necessary to complete invoicing and payment are accurately and correctly completed in a timely manner.
* Ensure efficient and careful use of company resources and assets.
* Contribute to company expense management and cost savings activities.
* Ensure individual and team productivity targets are met.
* Ensure compliance with company financial delegations, fraud prevention, payroll and purchasing policies.

## Quality Assurance Responsibilities

* Ensure compliance with all relevant legislation, standards, contractual requirements and company policies and processes.
* Assist in the design and delivery of service improvement projects and ideas.
* Assist in the design and conduct of audit assessments and reports in order to ensure compliance and improve services.
* Proactively report and aim to prevent any incidents, near misses, complaints and / or adverse events.
* Identify and report and aim to prevent any potential or actual risks to yourself, your colleagues, suppliers, clients or the company.

## Teamwork

* Facilitate an environment that ensures all team members and colleagues are treated with dignity and respect and without harassment or discrimination.
* Facilitate an environment that ensures all team members abide by the company code of conduct including yourself.

## Marketing and Sales

* Assist in the development and implementation of marketing and business development activities.
* Assist in the development and maintenance of strong customer relationships with the company.
* Assist in the identification, development and delivery of tenders, requests for proposals, and quotes for services.

# Qualifications

**Mandatory**

Degree in Psychology or Rehabilitation Counselling or equivalent.

Australian Drivers licence.

AHPRA registration for Psychology (general).

ASORC accreditation for Rehabilitation Counsellors.

Eligible to work permanently in Australia.

Comcare workplace rehabilitation provider accreditation (or eligible for).

DVA rehabilitation services provider accreditation (or eligible for).

**Desirable**

Post graduate qualifications in occupational rehabilitation or equivalent.

# Experience and Knowledge

Significant industry experience in Occupational Rehabilitation.

Deep knowledge of rehabilitation services in the context of workers compensation schemes, life insurance rehabilitation services, CTP rehabilitation services, DVA rehabilitation, employment services or related services.

# Skills

Strong computer and Microsoft Office skills including experience with Practice Management Software (eg Case Manager).

Outstanding communication and networking skills.

Highly organized and ability to prioritise workload and meet deadlines.

Able to work independently and as part of a team.

Ability to lead, coach and develop others.

# Personal Attributes

Personal values that align with the company mission, vision and values.

A commitment to professional development and staying up to date with industry standards and evidence based service.

Highly developed interpersonal and communication skills and ability to establish rapport with clients and stakeholders.

Reliable, trustworthy, resilient and committed.

High emotional intelligence (self-aware, socially aware).

# Company Mission, Vision, Values

## About Us

Workcom is a leading rehabilitation services provider operating across Australia since 2007.

## Our Mission

Assist people, employers, and insurers reach their potential through assessment, rehabilitation and vocational services.

## Our Vision

To be the provider of choice nationally for assessment, rehabilitation and vocational services.

## Our Values

**Customer Focus:** We strive to understand and exceed our customer’s expectations.

**Integrity:**  We act ethically, honestly, and do what we say we will do.

**Outcomes:** We strive to achieve excellence.

**Innovation:**  We continuously look for ways to improve.