Rehabilitation Consultant

Role Description

# Reports To

Rehabilitation Services Operations Manager (State(s)).

# Direct Reports

Nil

# Purpose of Position

The Rehabilitation Consultant delivers assessment and case management rehabilitation services to clients with a return to work or recovery goal and reduce the impact of psychological and physical injury and illness on people families and businesses. Typically, clients are referred from Life Insurers, Workers Compensation Insurers, CTP insurers, DVA and employers.

# Responsibilities

## Customer and Client Service

* Conduct initial rehabilitation needs assessments in accordance with industry standards, contractual requirements, and company policies and processes.
* Develop comprehensive rehabilitation plans to guide return to work and/or recovery.
* Conduct clinical assessments relevant to your discipline such as vocational assessments, ADL assessments, FCE assessments, job task analyses, worksite assessments and ergonomic assessments.
* Assess the worker's transferable skills and potential.
* 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 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 professional development, training, coaching, and supervision activities to ensure delivery of high-quality services.

## Financial Responsibilities

* Ensure all items necessary to complete invoicing and payments 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.
* Contribute proactively to service improvement projects and ideas.
* Participate in and contribute to 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, report and aim to prevent any potential or actual risks to yourself, your colleagues, suppliers, clients or the company.

## Teamwork

* Ensure you treat all colleagues with dignity and respect and without harassment or discrimination.
* Abide by the company code of conduct.
* Assist in the coaching, training, supervision and quality support of other consultants and colleagues.

## Marketing and Sales

* Contribute to marketing and business development activities.
* Assist in the development and maintenance of strong customer relationships with the company.

# Qualifications

**Mandatory**

Degree in Occupational Therapy, Physiotherapy, Psychology, Rehabilitation Counselling, Exercise Physiology, Nursing, Social Work or equivalent.

Australian Driver’s licence.

AHPRA registration for Occupational Therapists, Physiotherapists, Psychologists, Nurses.

ESSA accredited for Exercise Physiologists.

ASORC accredited for Rehabilitation Counsellors.

AASW accredited for Social Workers.

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

Industry experience in Occupational Rehabilitation.

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

Experience within employment services (highly regarded).

# Skills

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

Excellent clinical report writing skills.

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.

# 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 in rehabilitation.

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.