

## POSITION DESCRIPTION

Role Title	Case Manager
<b>Business Unit</b>	Wellnz
<b>Role Family</b>	Wellnz
<b>Location</b>	
<b>Reports to</b>	No
<b>People Manager</b>	
<b>Key Internal Relationships</b>	GM, CCO, Branch Manager, Team Leader, Relationship Manager, Case Coordinator, Claims Administrator, Entitlement Payment Officer, Claim Support Administrator.
<b>Key External Relationships</b>	Clients, medical providers, Dispute Resolution providers, ACC's service team, auditors

### Role Purpose

- Manage a portfolio of client cases of either work or non-work injury claims
- Management of injury claims to meet the Client Service Level Agreements, ACC Audit Standards, legislation and Wellnz's commitment to quality
- Providing day to day coordination of a claims management support team
- Set clear expectations on what can and cannot be supported under the ACC Legislation
- Promote a healthy and safe working environment
- Identify new business opportunities
- Ensure a high standard of customer service to injured employees is achieved and maintained in accordance with the Code of Claimant Rights
- Develop effective and efficient working relationships with your clients
- Regular progress reporting
- Foster positive H&S practices
- Continually work towards professional development and maintain a competent practice

### Key Role Responsibilities

Key Responsibility Areas	Key Tasks	Measures of Success
1. Client Service	<ul style="list-style-type: none"> <li>• Establish effective working relationships with clients</li> <li>• Ensure a high standard of customer service to injured employees is achieved and maintained in accordance with the Code of Claimant Rights</li> </ul>	<ul style="list-style-type: none"> <li>• ACC audits find no critical issues</li> <li>• Client feedback from review meetings and</li> <li>• No code of claimant right breaches</li> </ul>
2. Compliance	<ul style="list-style-type: none"> <li>• Ensure the client Service Level Agreement, client negotiated KPI's, ACC audit standards and Wellnz quality standards and procedures are maintained</li> </ul>	<ul style="list-style-type: none"> <li>• Audits are passed</li> <li>• KPI performance reports</li> </ul>
3. Project management rehabilitation	<ul style="list-style-type: none"> <li>• To co-ordinate and facilitate appropriate and comprehensive</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from file reviews</li> </ul>

	rehabilitation services to ensure a timely, efficient and cost effective service is provided, on behalf of clients	<ul style="list-style-type: none"> <li>• Client feedback</li> <li>• ACC feedback</li> </ul>
4. Account management	<ul style="list-style-type: none"> <li>• Regular client contact to discuss claims and develop effective and efficient working relationships</li> <li>• Keep management adequately informed as to progress and ongoing relationships with clients</li> </ul>	<ul style="list-style-type: none"> <li>• Meeting minutes</li> <li>• Client feedback</li> <li>• Account or Branch Manager is alerted to all issues. CAR recorded</li> </ul>
5. New business	<ul style="list-style-type: none"> <li>• Recognise and act upon new business opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• All leads are recorded in "Opportunities"</li> </ul>
6. Non conforming products or services	<ul style="list-style-type: none"> <li>• Ensure all non conforming products and services are reported</li> </ul>	<ul style="list-style-type: none"> <li>• CAR/QIR records</li> </ul>
7. Technical Knowledge	<ul style="list-style-type: none"> <li>• Develop and maintain a competent practice</li> </ul>	<ul style="list-style-type: none"> <li>• Complete relevant training available and seek to support others in a learning space.</li> </ul>
8. Health and Safety	<ul style="list-style-type: none"> <li>• Foster positive H&amp;S practices</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with H&amp;S Policy</li> </ul>
9. Personal Training	<ul style="list-style-type: none"> <li>• Complete compulsory training modules</li> </ul>	<ul style="list-style-type: none"> <li>• Successful completion of compulsory modules in required timeframes</li> </ul>

### Experience, Qualifications & Skills

- At least 2 years experience in case management or equivalent or 5 years working experience in a relevant health discipline
- Thorough knowledge and understanding of the ACC Accredited Employer Programme Assessment Standards
- Strong clinical and ACC Legislative knowledge
- Relevant tertiary qualifications in business and/or rehabilitation or health related discipline
- Commitment to the philosophy of a case management model of practice
- Excellent communication, interpersonal, relationship and leadership skills
- Sensitivity to equity, disabilities and various other social and cultural issues
- Excellent written and oral communication skills
- Strong customer service skills and customer focused
- Negotiation skills
- Keyboard skills in Word and Excel
- Proven time management and organisational skills including the ability to meet deadlines and work under pressure.
- Self-motivated and energetic
- Willing to accept responsibility and accountability for own decisions and work
- Team Player

### Other Related Role Guidance

Employee Information Handbook  
 Individual Employment Agreement  
 Health and Safety Manual

*This Position Description summarises the primary responsibilities of this role at the time of commencement. Various other responsibilities not listed here may also fall within the responsibility parameters of this role. From time to time and with the natural developments of business structure and practice, an*



*employee may be required to perform additional or new responsibilities that fall reasonably within the expectations of this role. Any significant adjustments to role responsibilities will always be made after consultation with the employee*