



Position Description

POSITION TITLE: Rehabilitation Assistant

REPORTING TO: Team Leader, Rehabilitation Assistant

THE OPPORTUNITY

Our client, an Australian provider of health and work solutions, is looking for enthusiastic and driven individuals to join their team as a Rehabilitation Assistant. This role focuses on providing administrative and case management support to consultants delivering workplace rehabilitation services.

ROLE DESCRIPTION

The Rehabilitation Assistant will provide administrative and case management support to consultants delivering workplace rehabilitation services. Ensuring excellence and quality of customer and client service delivery as well as driving improved return to work outcomes for clients.

KEY RESPONSIBILITY:

Consulting Administration

- Compilation and preparation of Occupational Rehabilitation Reports including, but limited to, Vocational Assessments, Labour Market Analyses, and Progress/Status Reports.
- Compilation and distribution of treator questionnaires.
- Follow up with stakeholders to obtain documentation required by the consultant, such as medical certificates, medical questionnaires, IME reports.
- Follow up with stakeholders to obtain signatures on relevant reports/return to work plans.
- Document scanning, electronic filing and labelling.
- Online research for service providers, retraining providers and suitable job vacancies for our clients.
- Contact clients via telephone to confirm work status information.
- Appointment booking and sending confirmation documents.
- Internal data entry such as (but not limited to) custom fields and file review summaries.
- Administrative management of Online Health Coaching Program (creation of worker profiles, assessments, and follow up of assessment results).



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Quality

- Perform all tasks in accordance with our client's Quality Management System.
- Adhere to all policies and procedures.
- Perform all work in accordance with the client company's regulatory requirements.
- Actively identify opportunities for continuous improvement.
- Always maintaining a customer focus (internal and external) and a commitment to deliver service excellence.
- Adhere to strict timeframes when completing consultant requests.
- Responds promptly and professionally to all customer enquiries and escalates this appropriately.
- Accurate case documentation in database, including recording of telephone calls, emails, and bookings.

Others

- Participate positively to develop and implement service, product and work environment improvements and changes.
- Function as an effective, positive team member.
- Maintain active knowledge of client's practices and procedures.
- Adhere to client's safe work practices and procedures when undertaking work tasks.
- Carry out other reasonable duties as required.
- Participates in team meetings and attends relevant training and development.

KEY PERFORMANCE INDICATORS

- Complete tasks to productivity, efficiency and quality targets.
- Delivers an exceptional service to all stakeholders which positively impacts upon annual customer satisfaction survey results.
- 100% of consultant requests to be completed within a 24-hour turnaround timeframe (unless instructed otherwise by the consultant).
- Complete consultant requests autonomously with 90% consultant satisfaction rate.

SKILLS, EXPERIENCE & QUALIFICATIONS

- Bachelor's Degree in health-related qualification such as Occupational Therapy, Physiotherapy, Exercise Physiology, Rehabilitation Counseling, Psychology, Nursing or Medical/Health Science etc.
- Excellent English written communication skills with a focus of documentation preparation and formatting.
- Proficiency in the use of Microsoft Office.
- Well-developed verbal communication skills with a focus of telephone conversations with external clients.
- Strong customer service focus, proven organization and time management skills.
- Experience in a health-related administrative & clinical rehabilitation setting would be an added advantage.



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AS WHITE OFFERS

- A diverse, inclusive, and supportive company culture
- Competitive remuneration
- Opportunity to collaborate and work with global clients and stakeholders
- Medical benefits
- Great Paid Leave entitlements
- Team outings, travel opportunities, company parties/events, and other exciting activities
- Exposure to an international environment, working with people across Malaysia, Vietnam, the Philippines, and Australia
- Industry and role-related training
- Ongoing career opportunities

ABOUT AS WHITE

AS White (ASW) is an Australian company specializing in integrated offshore staffing solutions. With our Head Office in Sydney, we have contemporary offices located in Vietnam, the Philippines and Malaysia. With over 1200 employees globally, ASW supports businesses to build high-performing remote staffing solutions that are tailored specifically to meet their goals.