



# POSITION DESCRIPTION

**POSITION TITLE:** Rehabilitation Assistant

**ADVERT TITLE:** Rehabilitation Assistant

**LOCATION:** MALAYSIA  PHILIPPINES  THAILAND  VIETNAM

## ASW COMPANY OVERVIEW

ASW is creating the world's most talented international family through hiring and growing talent into long-term careers with Australian companies. ASW is a recruitment and talent specialist, that partners with Australian companies to help them build highly capable international teams. We enable Australian companies to meet their business goals by accessing and retaining premium talent in emerging markets and giving that talent the opportunity to grow, learn and develop. Together we embed international teams into respected Australian businesses, both functionally and culturally, to deliver enduring and transparent people solutions.

## THE OPPORTUNITY

Our partner, a leading national provider of comprehensive injury prevention, injury management, and return to work services in Australia, is looking for a **Rehabilitation Assistant** for their growing team in **Kuala Lumpur**. Renowned for their commitment to innovative rehabilitation solutions, this organization has been recognized with multiple industry awards for their excellence in service delivery and client outcomes. Their dedicated team of allied health professionals focuses on providing personalized support, ensuring a positive impact on clients' lives. They also foster a collaborative workplace culture, emphasizing professional development and career progression for their employees.

As Rehabilitation Assistant, your main responsibility will be supporting the team on the back end of the operation. You will be reporting to the local Team Leader, closely working with a competitive team onshore & offshore.

## KEY RESPONSIBILITIES

- Follow up with other stakeholders to obtain the 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.
- Contact clients via phone to check on their progress, obtain documentation, etc.
- Booking appointments and assessments on behalf of a consultant via phone.
- Compilation and preparation of occupational rehabilitation report including, but limited to, Initial Assessments, Worksite Assessments, Ergonomic Assessments, Progress Reports.
- Compilation and preparation of Return-to-Work Programs, and distribution of treater questionnaires.
- Calendar management and sending SMS notifications on behalf of a consultant.



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- Document scanning, electronic filing, and labeling.
- Internal data entry such as (but not limited to) custom fields, file review summaries, FCE results.
- Participate positively to develop and implement service, product and work environment improvements and changes.
- Carry out other reasonable duties as required.
- Participates in team meetings and attends relevant training and development.

## SKILLS, EXPERIENCE & QUALIFICATION

- Bachelor's degree in health-related qualification such as Occupational Therapy, Physiotherapy, Exercise Physiology, Rehabilitation Counseling, Psychology, Nursing or Medical/Health Science etc.
- Experience in a healthcare or clinical rehabilitation setting account particularly in a BPO company.
- Certificate/qualification in health management.
- Well-developed verbal communication skills with a focus on telephone conversations with external clients.
- Strong English written communication skills with a focus on document preparation and formatting.
- Proficiency in the use of Microsoft Word, Microsoft Excel, Outlook, and Microsoft Office suite
- Strong customer service focus, proven organization, and time management skills.

## ASW 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.