

Position Description - Konekt - Rehabilitation Consultant

Position description

Position title	Rehabilitation Consultant
Location	Various
Reports to	Area Manager
Direct reports	Area Manager
External stakeholders	Clients, Insurers, Medical Providers, Specialist Doctors, Scheme Regulators, Government Departments
Travel requirements	As required

Position purpose

Consultants are self-leaders who are responsible and accountable for their own contribution through their assigned tasks to deliver business goals.

They require specific abilities of a skilled or technical nature and are valued for their strong technical knowledge, application and behaviours that deliver commercial results.

Success measures

Customer/ stakeholder satisfaction	<ul style="list-style-type: none"> Improve Konekt's customer experience and satisfaction Generate repeat referrals from customers and receive positive feedback.
Financial	<ul style="list-style-type: none"> Achieve Individual target revenue Non-billable work completed in an accurate and timely manner.
Operational Performance	<ul style="list-style-type: none"> Effective Project advice and documentation provided to meet the needs of the business Robust Project documentation provided on a monthly basis, and adhoc has required

Core responsibilities

Service Delivery	<ul style="list-style-type: none"> Applying specialist knowledge and skills in injury recovery and prevention to make recommendations to improve function and / or achieve safe and durable return to activity Undertake initial Client assessments and create individual intervention/ rehabilitation plans to maximise achieving early, safe and sustained training, return to work or community outcomes Complete case reviews to assess and realign goals and strategies to progress rehabilitation, return to work and injury management outcomes. Research work injuries, treatment profiles and recovery rates to plan case management strategies and progress return to work objectives with injured employees and their medical rehabilitation providers as required Utilising self-leadership principles to manage a caseload of discrete services and case management as required
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	<ul style="list-style-type: none"> Meeting relevant Konekt accreditation standards and contract requirements for example, reporting timeframes, ethical billing, and return to work outcomes, average costs, durations and critical indicators.
Stakeholder Management	<ul style="list-style-type: none"> Building relationships / influencing and negotiating with a variety of stakeholders Providing high level written communication to meet customer legislative requirements.
Continuous Improvement	<ul style="list-style-type: none"> Work to continually improve organisational systems and processes to maximise employee efficiency, effectiveness, and productivity to deliver quality outcomes Promoting Konekt services to existing customers where appropriate to generate and cross sell new business Actively contribute to this process of continual improvement by always seeking better ways to support and assist colleagues and customer Constantly work to improve return to work outcomes and ensure reports and cases are kept accurate Individual and team initiatives.
WORK HEALTH AND SAFETY For manager responsibilities refer to the relevant policy.	

Capabilities and experience

- Undergraduate degree in Allied Health
- Exposure to a customer focus environment with measurable targets, including KPIs and financial targets
- Exposure to case management
- Experience with completing comprehensive reports in an effective and timely manner
- Effective communication skills, both verbally and written
- Ability to grow relationships with key stakeholders by providing a consistent service which exceeds expectations
- Effective time management & organisational skills
- Ability to build rapport and understand customer expectations and culture to drive successful outcomes
- Evidence of being proactive and overcoming barriers to achieve outcomes.



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