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| **TITLE** | ReCONNECT Advisor  |
| **BUSINESS GROUP** | Regulation |
| **REPORTS TO**  | ReCONNECT Team Leader |
| **GRADE** | Grade 4 |
| **ORGANISATION CONTEXT** |
| At ReturnToWorkSA, our purpose is to empower and support South Australians impacted by work injury. Our services and those delivered by our claims agents are designed to provide early intervention support to workers and employers following a work injury to ensure the worker can recover and return to work as quickly as possible. We manage the collection of premium payments from registered employers and our invested funds to ensure we maintain a viable financial position that enables the delivery of quality support and services to injured workers. In addition, we are the regulator of the Return to Work Scheme and play the key role of protecting the integrity and fairness of the Scheme by monitoring and enforcing compliance with the Act and providing education and support about the health benefits of work. |
| **OUR VALUES** |
| We are passionate about empowering and supporting South Australians impacted by work injury and are values driven in our actions. We are looking for team members who genuinely align with our values of: **We** care about people and sustainability, **We** are inclusive and innovative, **We** listen to understand and **We** own our actions. |
| **PRIMARY OBJECTIVE** |
| ReCONNECT is a free and voluntary person-centred service that complements the claims agents work supporting an injured worker recover and return to work and/or active participation in the community.  The role of the ReCONNECT Advisor is to support injured workers (the client) overcome non-compensable barriers through connections to services and community, so that they are able to focus on recovery and return to work and the community.  |
| **KEY ACCOUNTABILITIES**  |
| **Key accountabilities**  | **Activities and outcomes sought** |
| **As a Team Member at ReturntoWorkSA** | As a member of the Regulation team you will: * Contribute to a team culture of care, professional excellence and accountability with a willingness to focus on achieving excellent client outcomes.
* Collaborate across the team to identify process improvement initiatives and efficiencies.
* Constantly look to leverage team members strengths to participate in high performing teams.
* Actively share knowledge and insights to build understanding of stakeholder pain points and service needs.
* In all interactions, be a genuine ambassador of our values.
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| **Deliver timely and quality services** | * Effective prioritisation of tasks and/or activities and leveraging available resources to complete work efficiently.
* Active participation in and contribution to team meetings to understand team priorities.
* Understanding and appreciating activity deadlines and taking a team approach to meeting these.
* Participation in and contribution to the development, implementation and review of service guidelines, protocols and activities with a commitment to delivering a relevant, high-quality service.
* Maintaining accurate and appropriate records as part of client engagement/case management.
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| **Provide holistic service support** | * Utilising interviewing skills to quickly build rapport and trust with clients experiencing distress.
* Supporting the self determination of client needs through skilled interviewing techniques including curious questioning, open conversation and active listening.
* Assisting with the development of short, medium and/or long-term goals/plans with clients to support navigation to appropriate and accessible services that reduce non-compensable barriers to returning to work (including through warm referral pathways).
* Working with clients face to face, over the phone or online, including outreach to public locations or home visits where appropriate.
* Providing support and information to immediately support people/family members to assist in navigation and connection to services.
* Working in collaboration with claims managers, providing transparent and complementary service.
* Thinking creatively and exploring avenues to identify service supports or connections for clients to meet their needs with a low cost/no cost approach.
* Keeping up to date with current service supports across South Australia and/or nationally where appropriate, understanding process, accessibility or eligibility and keeping abreast of key changes.
* Working autonomously and independently with minimal support.
* Striving to deliver ReCONNECT services that are adaptable to emerging trends and with a focus on early client engagement to support recovery and return to work outcomes.
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| **Contribute to a high performing team** | * Maintaining working knowledge and understanding of ReturnToWorkSA work health and safety (WHS) requirements set out in relevant policies and procedures.
* Identifying potential hazards and implement appropriate risk mitigation responses.
* Participating in required WHS training.
* Contributing to the culture of positive wellbeing by maintaining own health, safety and wellbeing.
* Participating in My Performance Conversations and accessing ReturnToWorkSA’s MyWellbeing activities where desired.
* Supporting the learning and development of the team and others through sharing of knowledge, skills and resources.
* Participating in self and team development activities.
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| **Provide flexible and responsive engagement** | * Actively promote the ReCONNECT service with a focus on enhancing engagement with claims managers and key stakeholders through presentations and distribution of marketing and communication collateral.
* Promoting the value to clients and the Scheme of earlier engagement with ReCONNECT to drive awareness and increase earlier referrals.
* Using interpersonal skills to clearly express concepts and strategies; varying communication styles to enhance client and/or audience understanding.
* Using measurement tools and report on service performance and opportunities for expansion or improvement of services.
* Listening actively to understand people’s inputs, needs and interests.
* Providing flexible engagement options to appropriately meet client needs (e.g., face to face, phone, online).
* Adopting a plain English approach to communication in particular to clarify complex concepts.
* Confidently communicating our Mission and Values to others.
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| **KNOWLEDGE AND EXPERIENCE** | **Demonstrated by** |
| **Knowledge and Experience** | * Tertiary qualification in Community Services (desirable) or relevant experience.
* Knowledge of a broad cross section of support services available in South Australia by Government, not for profit organisations, allied health and other businesses.
* Experience working in community, health or related service settings.
* Experience in supporting clients with psychosocial issues and related distress.
* Experience in managing a case load.
* Experience in working with people from culturally and linguistically diverse (CaLD) backgrounds.
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| **COMPETENCIES** | **Demonstrated by** |
| **Plan and Organise** | I will set priorities, formulate a method or course of actions for self and/or others to follow and plan appropriate allocation of resources |
| **Deliver Great Service** | I will think and work from a customer perspective to deliver a positive customer experience, always focusing on our customers’ needs to drive the solution |
| **Drive Wellbeing** | I will care for myself and others |
| **Communicate Influentially** | While considering other's perspectives, positively influence others' understanding, thinking, attitude and action through engaging and persuasive communication to achieve desired outcomes |

| **DECISION MAKING REQUIRED FOR THIS ROLE** |
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| ***Independently**** *Independently advise clients of services supports available to meet their individual needs.*

***With input**** + *Consult with the Team Leader ReCONNECT before making decisions that result in a decline of ReCONNECT referral, implementation of new service processes, implementation of a Recovery and Return to Work Plan, and referral to external ReCONNECT advisor providers.*

***Recommends**** + *Recommend to the Team Leader ReCONNECT areas for growth including ideas for potential expansion of services, and reviewing qualitative and quantitative data to evaluate performance to identify areas for improvement.*

***Guidance*** * *Guided in decision-making by ReCONNECT Service guidelines and SA Government Code of Conduct.*
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| **KEY COMMUNICATIONS** |
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| ***Internal*****ReCONNECT team, Scheme Support team, Insurance team.** |
| ***External**** **Claims managers, clients (injured workers), Agencies contracted by ReturnToWorkSA to provide overflow or specialised ReCONNECT services, Community Service Organisations/Networks, Not for Profit and Government agencies delivering support services**
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| **SPECIAL REQUIREMENTS / CONDITIONS** |
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| * Travel to meet with clients
* Current driver’s licence (essential)
* National police check
* Vulnerable people check
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