

JOB DESCRIPTION

Job Title: Vocational Rehabilitation Consultant

Level: 10R

Purpose: Either based at home or head office, providing Vocational Rehabilitation / Absence Management Advice to Unum's customers in order to facilitate return to work outcomes through effective case management.

Reporting To: Rehabilitation Manager

Department: Rehab and Health Management Services **Division:** Customer Care

Key Accountabilities:

- Deliver effective case management to achieve Return to work outcomes. This will involve proactively co-ordinating a number of cases by liaising with both the employee and employer. Using your expertise and experience to implement and monitor return to work plans, providing recommendations on reasonable adjustments and progressing adaptations in the workplace for employees.
- Co-ordinate third party providers and will need to ensure that all stakeholders are actively involved and informed.
- Produce high quality reports and statistics on all activity for management information within agreed timescales. This will require the consultant to be proficient with and utilise basic word processing and email and will require regular recording of all activity.
- Develop and maintain effective relationships with employers to reduce sickness absence in the workplace. Establishing an understanding of the clients needs and provide a quality service which produces good customer feedback and creates successful outcomes.
- Support claims managers in decision making by accepting referrals and assessing a clients needs in relation to vocational rehabilitation. Involving initial home or worksite assessments, liaison with all parties in order to identify rehab potential and providing recommendations that will assist colleagues in the ongoing management of claims.
- Support sales/distribution and our intermediaries by promoting our services and providing job retention, absence management and rehabilitation services within agreed guidelines to influence the successful acquisition and retention of business. This may include delivering presentations and assisting employers to develop robust absence management protocols to support them in returning employees back into the workplace.
- Ensure the continued protection of Unum's information, by following all applicable Information Security policies and procedures and by reporting suspected weaknesses in information security controls to the Information Security Officer.
- Understand how Treating Customers Fairly (TCF) and Risk Management relate to both your own role and your divisional activities and highlight any opportunities for improvement.

Behavioural Competencies:

- **Delivers Results.**
Sets high goals for personal accomplishment; works diligently to meet/exceed goals.

Author: Carol Davis

Page 1

Date Amended: 0-XXX-00

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- **Develops Self.**
Display strong capacity and thirst for learning and developing self; has keen self-awareness re: strengths and areas of development.
- **Good Judgment.**
Evaluates options by considering implications and consequences; chooses an effective option.
- **Strong Business Knowledge.**
Displays strong understanding of own department and good general understanding of overall business.
- **Strong Teamwork.**
Actively works collaboratively to help move the team toward the completion of goals.
- **Values Driven.**
Interacts with others in a way that gives them confidence in one's intentions and those of the organisation.

Required Knowledge and Skills:

- Intermediate knowledge of Word.
- Beginners knowledge of Excel.
- Understanding of Windows/Outlook and Power Point.
- Solid experience of providing vocational rehabilitation and return to work services for a wide range of companies and industries.
- Experience of working in the financial services and/or insurance industry.
- The position will require frequent travel to client sites ,our regional offices and other locations in the UK, therefore a full driving license is essential.
- You should have qualifications related to vocational rehabilitation, i.e. Occupational Therapy, Occupational Health, Occupational Psychology.
- A proven tracked record of working with people with disabilities and returning them to work.
- Case management experience.
- Strong commercial awareness and experience of working with large employers.
- Understanding of effective absence management principles and experience of working with employers to implement best practice.

Training Requirements:

- Detailed training will be provided to ensure job holder gains and maintains skills and knowledge required to perform the job

Minimum entry criteria:

- You should have qualifications related to vocational rehabilitation, i.e. Occupational Therapy, Occupational Health, Occupational Psychology.

Qualifications: (if appropriate)

Author: Carol Davis

Page 2

Date Amended: 0-XXX-00

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- Higher level or professional qualifications are required for this role e.g. CDMP, CIPD, CIMA.

The closing date for applications is Wednesday 30th June 2010.