

# A day in the life of an Integrated Recovery Coordinator



**Role purpose:** A Recovery Coordinator is responsible for supporting clients who require a primary point of contact due to the complexity and sensitivity of their injury and/or individual circumstances. They provide ongoing support to clients, and their family/whānau, establishing a good understanding of their needs and situation so they can facilitate a proactive and holistic rehabilitation plan which will enable the best outcomes for the client.

What happens throughout your day, and your approach, varies based on client and business needs.

You are the primary point of contact for our clients and focus on progressing their recovery towards independence and a return to employment - everything you do ultimately contributes towards that goal. You work by phone, email or face to face where this is beneficial. You also support our customers across the country by taking national phone calls and helping people who come into sites for support or information.

You receive claims for customers who already have weekly compensation set up and who may have been working towards their independence for some time. You review the claim and contact the client to understand their individual needs and goals to determine the appropriate pathway. You will arrange supports to remove barriers for their recovery to achieve the desired outcome. You regularly reassess your clients needs and circumstances at key milestones in their recovery journey.

Your conversations are client-led but steered using our guided conversation tools. You use your knowledge and experience to add to these conversations, and provide information and options to help while encouraging your clients to play an active role in their recovery. You will motivate your clients to participate in their return to independence or employment by setting clear expectations around their rights and responsibilities.

You coordinate their recovery by proactively connecting with employers, providers and other key stakeholders to agree actions that will drive the best client outcomes. You record clear and concise notes so it is easy for anyone to quickly understand what is happening for the client and what we need to do for them next.

You connect with your team in regular Kaimahi Catch Ups which supports you to keep up to date on performance and gives you a chance to ask questions and make suggestions. Your leader supports you to grow your skills and develop your knowledge through frequent coaching using real time customer feedback and other performance information.

Your decision making is supported by expert technical, clinical and practice mentor advice. You get satisfaction from seeing clients make great progress towards their goals and from being part of an integrated team who help make that happen.

## Key elements:

- We work as one national team to support all of our customers
- We have caseloads of clients who need individual support
- We support clients with complex injuries and situations towards employment and a greater level of independence.