

A day in the life of a 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 will provide on-going 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.

As the primary point of contact for your clients, your focus is on advancing their recovery towards a timely return to independence and/or work, ensuring that everything you do ultimately contributes to this goal. You have a case load of clients who need individual support and communicate with clients via phone, email, or face-to-face meetings when beneficial. Additionally, you support our customers nationwide by handling national phone calls and assisting individuals who visit our sites for support or information.

As a dedicated Recovery Coordinator, you play a crucial role in understanding the needs of our clients who have injuries. By reaching out to them, you gain a comprehensive understanding of their unique needs and goals, and you arrange the necessary support/s to aid in their recovery. You consistently reassess your clients' needs and circumstances at key milestones in their Recovery Journey to ensure the support being provided is effective and the client is still eligible for ACC support.

Your conversations are client-led but guided by our conversation tools. You leverage your knowledge and experience to enhance these discussions, providing information and options that empower clients to take an active role in their recovery. You proactively engage with employers, providers, and other key stakeholders to agree on actions that will drive the best rehabilitation outcome for clients. You maintain clear and concise notes, ensuring that anyone can quickly understand the client's situation and the next steps required.

You connect with your team during regular meetings, which help you stay updated on performance and provide an opportunity to ask questions and make suggestions. Your leader supports your growth and knowledge development through frequent coaching, utilizing real-time customer feedback and other performance information. Your decision-making is backed by expert technical, clinical, and recovery practice advice, while administrative tasks are handled by our recovery administration teams. You find satisfaction in seeing clients making timely and significant progress towards their goals and being part of an integrated team that helps make that happen.