MLC Life Insurance. We have been protecting the lives of Australians for over 130 years. We respect the role we play in providing peace of mind for our customers, and we never lose sight of it.

**Multiple roles:**

Do you need a change from clinical work or from working towards billable hours?

Are you looking to advance your career utilising your allied health or claims background in an alternative setting to make a real difference in people’s lives?

Do you have a personal injury background and are looking for an opportunity to broaden your horizons in Life Insurance?

Are you ready to invest in the next step in your career in life insurance?

Do you have a proven track record in your career of using exceptional soft skills and critical thinking to motivate people?

***This exciting role in life insurance is for you!***

As a Case Consultant you will be working collaboratively with a multidisciplinary team of professionals to support our customers at their most vulnerable time. The team support each policy holder and member through the claims process and recovery pathway to return to health or best of life with integrity, fairness and compassion. They strive to make the right decisions and support ethical and fair outcomes.

We are currently recruiting for Case Consultants to join our dynamic team in Melbourne, North Sydney and Brisbane. You will manage a portfolio of claims to finalisation, with a customer centric focus that may include ongoing interactions with customers, corporate employers, industry funds, allied health professionals, intermediaries and shared services.

Your responsibilities include but are not limited to:

* Managing claims from initial assessment through to claim closure;
* Working to individual & team SLAs ensuring our customers get the support they need during their time of need;
* Collaborating with our Consultants and Quality Assessors to improve the outcomes for our customers;
* Building and maintaining relationships with third party stakeholders (employers, medical practitioners etc).
* Ensuring every interaction is conducted with empathy and respect;
* Contributing to system and process improvements; and
* Maintaining our risk and compliance measures.

**About You:**

***Must have:***

* Minimum 1-2 years’ experience working in a customer service environment
* Exceptional communication skills, both verbal and written
* High levels of personal resilience and emotional intelligence
* Ability to build rapport with people in difficult circumstances
* Ability to critically analyse information
* Resilient and outcomes focussed

***Desired:***

* 1 years’ experience working in a CTP/WorkCover environment
* Allied Health qualification (Psychology, Nursing, Physio etc) and/or occupational rehabilitation experience
* Other relevant tertiary qualifications (business, accounting, finance, legal)
* Some experience in managing claims, particularly in the Allied Health & Rehabilitation Sectors
* Ability to establish rapport and build meaningful relationships
* Knowledge of claims processes, definitions under policies and techniques in claims investigation
* Experience in working in a highly collaborative environment

**Our Purpose**

MLC Life Insurance is one of Australia’s leading life insurance specialists and a member of the Nippon Life Insurance Group, one of the world’s leading insurers. We are guided by our simple purpose: ‘A Promise for Life’. We provide almost 1.2 million Australians with reassurance that they and their loved ones will be supported when they need it most. It’s a promise that provides peace of mind and helps them sleep at night.

Our purpose is supported by Our Values of Do What’s Right, Deliver Together, Make it Simple, Own it and Aim High. It’s how we work together and behave every day in every interaction with our customers, partners and each other that defines who we are.

**Our Strategy**

Our strategy puts our customers at the centre of our ambition to be Australia’s leading and most trusted life insurer. It is through the commitment, energy and talent of everyone at MLC Life Insurance, working together, that we make a positive contribution to the lives of our customers. To support all of us to be at their best every day, we offer a flexible, hybrid work environment centred on development, wellbeing, recognition and contribution.

With more than 1500 people nationally, we believe our success is built on the unique contribution of our people. Diversity and Inclusion is core to what we believe in and who we are. We aspire for everyone at MLC Life Insurance to feel valued and respected for who they are.

***Why Choose Us?***

At MLC Life Insurance, you will have the opportunity to:

* work with a WGEA cited Employer of Choice for Gender Equality
* enjoy flexible, hybrid work options and an inclusive environment where everyone is respected and valued for who they are and their unique contribution
* embrace a culture of customer centricity and an ambition to be Australia’s leading, most trusted Life Insurer
* access a range of benefits including competitive salary, lifestyle leave, two days volunteer leave every year, recognition of service milestones
* wellness and lifestyle offerings including access to Uprise – our Digital Wellbeing Program, as well as discounts on a variety of lifestyle and entertainment products and services
* We offer an extensive and supportive training program for our Claims team to help you build your career with us

*Should an applicant be the preferred candidate, background checks (including Federal Police Checks, Employment checks, ASIC banned and disqualified persons and Bankruptcy checks) will be completed prior to the candidate's employment being confirmed. The outcomes of the background checks do not automatically bar candidates, however they will be assessed against the inherent requirements of the position.*