



Quality Assurance Coordinator

About eReports

eReports is Australia's largest locally owned and operated provider of independent medical assessments and expert advisory services for insurers, corporations, government agencies and law firms.

We provide a comprehensive range of medical assessment services to help guide our clients to achieve an optimal pathway to recovery for the individuals they support.

Proudly delivering services to the industry for more than 23 years, eReports is passionate about delivering independent, transparent and responsive services.

The position

We are seeking a **highly motivated team player** with **superior attention to detail** to join our national Quality Assurance (QA) Team. As this is a national role, experienced case management professionals in Australia are invited to apply.

eReports' leading medical expert cohort is supported by our exceptional QA Team to ensure reports adequately address the referral letter and that the opinion is independent.

Our QA Team review independent specialist medical reports to support the delivery of an independent opinion to our stakeholders that addresses the unique requirements of each matter.

Knowledge of individual customer and legislative requirements is central to the success of this role. We undertake this critical work to better assist clients to make informed and timely decisions for the individuals they support.

Important for your success:

- 5+ years of injury case management/claims experience.
- Federal government experience is highly desirable.
- Understanding of jurisdictional legislation and associated regulations with experience in reviewing impairment assessments utilising the AMA/Comcare Guides is highly desirable.
- Knowledge of the national workers' compensation, medicolegal and insurance sectors.
- Excellent computer skills - Microsoft Office with intermediate to advanced skills in Word.
- You will be accurate, precise and detail-orientated with exceptional time management.
- Ability to establish and maintain effective relationships with leading medical experts, internal staff and clients to ensure service excellence.
- Ability to work autonomously and work well in a deadline-driven environment.

- Excellent written and spoken English with superior communication skills.

You will be responsible for:

- Reviewing all medicolegal reports accurately to comply with client and expert requirements.
- Ensuring all legislative and individual customer compliance requirements are met prior to a report being released.
- Identifying potential errors.
- Ensuring that report quality, independence of opinion and transparency are maintained.
- Delivering process improvements that support exceptional services to experts and clients.
- Interpreting and accurately applying relevant Legislation, Guidelines and Regulatory Standards.
- Capably utilise the AMA/Comcare Guides to review impairment assessments.
- Liaising professionally with eReports' medical expert panel.
- Ensuring all reports reflect the professional presentation of eReports standards and are delivered in a timely manner.

What we offer you:

- A full-time, permanent position with a salary commensurate to your skills and capability.
- Work with a highly motivated, dynamic and supportive team.
- Certified training in the use and understanding of the AMA Guides to the Evaluation of Permanent Impairment.
- Staff benefits program with a wide range of discounts on offer.
- Employee assistance program.
- You are supported to explore new ideas with leaders who are open, transparent and encouraging.
- Our workplace giving program to support communities in need.

If this position sounds interesting to you, we want to hear from you!

eReports is the home of innovation - a supportive workplace for individual initiative and commercial growth through collaboration. We seek to expand our national and international footprint by delivering an exceptional customer experience.

We develop a culture where our employees are empowered to be leaders for change, continually improving and daring to innovate. When you work with eReports, you'll become part of a team that helps clients across Australia improve outcomes for the individuals they support.

eReports celebrates diversity, applications are not assessed on ethnicity or race, age, nationality, religion, disability or sexual orientation.

If you possess the skills required for this position, please apply with a **COVER LETTER** and your **CV** to:

Emma Cunningham

National Operations Manager

Emma.Cunningham@ereports.com.au

You must have the right to live and work in Australia to apply for this position.