

ACC Case Manager

The ACC Case Manager is responsible for managing all aspects of work injury claims for New Zealand Rugby (NZR) employees, ensuring legislative compliance and maintaining NZR's status as an Accredited Employer under the ACC Accredited Employer Programme. A key focus of the role is providing proactive case management, particularly for complex cases, through regular face-to-face engagement with injured players and the development of active, comprehensive rehabilitation plans covering medical, treatment, social, and vocational components.

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| Location | Team | Leader | Employment Type | Direct Reports | Span of Control |
| Wellington | People, Safety & Wellbeing | Head of Health, Safety & Injury Management | Permanent/Full Time | Nil | Nil |
| Key Stakeholder Groups | | | | | |
| Internal: NZR Employees, Professional Players | | | | | |
| External: Provincial Unions, Super Rugby Clubs, NZRPA, ACC, OSH, Injury Management Vendors, Rehabilitation Specialists | | | | | |

What You Do

Claims Management & Cover Decisions

- Oversee the claims lodgement procedures to ensure this complies with the ACC Act.
- Oversee all claimant and provider communications regarding cover decisions and review letters.
- Administer all aspects of work injury disputes, including informal discussion.
- Provide information resources and advice to NZRU on cover decision management.

File, Case & Disputes Management

- Maintain claim and clinical records as well as all claim interventions. Ensure all needs assessments, consent requests, and rehabilitation plan timeframes remain compliant with ACC's requirements and that rehabilitation for social, vocational and medical requirements is met.
- Ensure all vocational and social assessments are undertaken as required and in keeping with the ACC legislation.
- Assist with the ongoing maintenance of comprehensive rehabilitation processes for medical, social and vocational rehabilitation.
- Undertake all case management functions on claims with more than one week of incapacity.
- Undertake the calculation of weekly compensation payments according to the ACC Act.
- Complete the fortnightly incapacity assessment report for the NZRU Contracting team.
- Undertake a fortnightly review of own active cases and provide a report to be discussed at the fortnightly rehabilitation meeting.



- Ensure all administration functions and record retention are compliant with the Privacy Act and ACC Act requirements.
- Provide administration and management support to the Disputes Management process.
- Identify issues of inappropriate claiming or possible fraudulent behaviour and escalate to the Head of Health, Safety & Injury Management.

Finance & Accounts

- Liaise with finance, internal and external vendors to resolve any queries that arise over invoicing.
- Oversee the invoicing process to ensure these are accurately processed by coding all invoices put through Continia. These need to be approved 3 times per week.

Pivotal/MedTech Administration & Reporting

- Register and set up any new user on the MedTech system with levels of access as appropriate and necessary to perform the reporting obligations in relation to Team(s) to which they will provide medical services.
- Provide ongoing education and support for the users on the MedTech application and case/claims management processes.
- Identify and implement any necessary enhancements to the MedTech or Pivotal system and procedures as necessary.
- Provide periodic or one-off reports in the area of responsibility as required.
- Assist the Head of Health, Safety & Injury Management with claims data analysis and report writing.
- Maintain user security access to MedTech.
- Update all team lists and details of games in the MedTech system.
- Add any medical reports or records to Pivotal and/or MedTech as required.

ACC Annual Compliance & Relationship

- Assist in the annual compliance audit and review of processes and documentation in regards to case management and rehabilitation to ensure maintenance of our Accredited Employer status.
- Manage day-to-day interface with ACC as required.
- Liaise with ACC and/or WorkSafe regarding fatal claims, serious injury claims and claims of a sensitive or complex nature as required.

What You Bring

Key experience and skills include:

- Experience in ACC injury management, case management, or claims administration.
- Relevant tertiary qualification in rehabilitation, case management, or an allied health field (e.g. Nursing, Occupational Therapy, Psychology).
- Strong understanding of ACC legislation, rehabilitation principles, and return-to-work strategies.
- Proven organisational and problem-solving skills with a proactive, structured approach.
- Sound business judgment and analytical capability.
- Excellent written and verbal communication skills, including experience drafting ACC-compliant correspondence.
- Effective time management and the ability to build rapport with injured staff, players, and medical providers.