**Eleni Halkias**

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Professional Summary

* A seasoned professional with over 5 years of progressive experience in disability support work, financial services, and support coordination.
* Proven skills in administration, relationship management, communication, project coordination, and proficient in handling diverse administrative roles and client relationships.
* Demonstrated adaptability under high-pressure conditions with a proactive approach, and proficiency in autonomous, self-directed roles.

Skills

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| --- | --- |
| * Interpersonal Skills * Communication Skills * Advocacy Skills * Stakeholder Negotiation * Person-Centred Focus * Problem-Solving | * Organizational Skills * Planning Skills * Rapport Building * Coordinating Services * Conflict Resolution * Attention to Detail |

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Work History

Support Coordinator, 01/2023 - Current

Personalised Support Systems – Melbourne

• Implemented and activated NDIS plans for 15+ participants, aiding them in understanding and applying their individual schemes

• Coordinated 20+ service providers, ensuring tailored supports for NDIS participants and improving their care

• Used Microsoft Excel to obtain competitive quotes for NDIS services, securing cost-effective solutions for participants and saving up to 15% on expenses.

• Orchestrated 20+ service agreements using Trello for tracking and management, fostering a clear understanding of responsibilities for NDIS participants.

• Assisted NDIS participants in achieving 90% of their stated goals in the first year, through comprehensive support service.

• Displayed extensive knowledge of NDIS policies, procedures, and legislation, leading to 100% compliance rate.

• Initiated collaborations with 10+ families, carers, and service providers via Zoom, facilitating a team-oriented approach to participant support.

• Maintained high accuracy in NDIS documentation and reporting requirements using Astalty for record-keeping.

• Successfully worked with 5+ participants with psychosocial disabilities, refining specialised support techniques and improving their quality of life

Disability support worker, 03/2022 - 12/2022

Call-A-Nurse

• Delivered high-quality, personalized care to NDIS participants with diverse needs, with a specific focus on catheter care and diabetes management.

• Conducted regular in-home visits, providing supportive services while maintaining detailed client records through Google Drive.

• Demonstrated resilience under pressure to ensure excellent service and client satisfaction.

• Handled administrative duties related to client file maintenance and paperwork

Disability support worker, 06/2021 - 12/2022

Private

• Developed and implemented person-centred support plans for clients, assisting with daily activities and community access using tools like Microsoft Excel and Google Sheets for efficient tracking.

• Built strong rapport and trust with clients, empowering them to live independently.

• Maintained comprehensive client notes and records using Microsoft Word and Google Docs, tracking progress and managing caseloads.

• Effectively managed multiple patients with diverse needs, ensuring optimal client care.

Disability support worker, 06/2019 - 09/2022

Sendayo Disability Support Services

* Provided support to over 40 diverse clients, gaining valuable experience in managing a range of psycho-social and physical disabilities.
* Effectively liaised with the NDIS and support coordinators, enhancing health outcomes for participants.
* Supported participants in achieving individual goals and independence through assistance with daily living activities, such as personal hygiene, manual handling, meal prepping, and community access.
* Assisted participants with activities of daily living such as, personal hygiene care, manual handling, meal prepping, and community access/socialising
* Maintains a high-level of proficiency in first responder skills such as First Aid and CPR to administer to individuals in immediate distress or danger

Client Liaison, 01/2017 - 01/2022

Natcorp Financial Services

* Built strong rapport with clients in the financial services sector, delivering excellent service and managing administrative duties.
* Handled client invoicing and liaison, implementing tracking systems to analyse customer feedback and improve satisfaction.
* Demonstrated strong IT skills, utilizing tools such as Microsoft Excel, Google Sheets, and Microsoft Word to enhance operational efficiency.

Education

Bachelor of Arts: 2023

Deakin University - Melbourne

Certifications

Current CPR Current First Aid Current Victorian Drivers Licence