**Key Capabilities**

1. **Ability and Experience in assisting LAC and staff to accomplish their tasks effectively on a daily and weekly basis, which can vary significantly depending on Operational Requirements.**

* My approach to work revolves around **Effective Workflow Management** and **Strategic Planning**, enabling me to consistently surpass my KPIs and task lists.

For instance, during the week of 05/02/2024, I successfully achieved a 40-hour KPI while also assisting colleagues and exploring new cases to expand my knowledge.

* I try to share my expertise and insights to enhance the quality and effectiveness of the training materials. Shadow my colleagues and offer my colleagues to shadow me if they need to learn. Train and guide the new team members to learn the tasks by creating an environment which helps each other to communicate in a comfortable way which in result takes less time to sort a problem and find the solution as team.

I firmly believe that the strategies and approaches I employ not only promotes efficient problem-solving within the designated time frame but also cultivate a supportive atmosphere where every team member feels valued. These methods enable individuals to learn and organize tasks according to operational requirements, ultimately leading to their successful completion and a sense of fulfillment.

1. **Served as a subject matter and practice expert, providing invaluable insight and expertise in critical areas of disability.**

* Throughout my extensive career, I have engaged with clients and applied my expertise across various domains of disability, encompassing both mental and physical health.

**Mental Disability**

* Amputation
* ASD
* Alzheimer
* Dementia

**Physical Disability**

* Polio

In addition, I would like to mention, I consistently receive favourable\* feedback regarding my services and approach from my clients.

1. **Experience of mentorship provided to LACs across the region, guiding them on best practices and latest developments to maintain Carers Queensland's reputation for delivering high-quality service.**

* I have been always assisting my colleagues and NSP to produce high quality work in line with NDIA policies and procedures to complete their tasks. As a former **QUEST Champion**, I follow the QUEST provided **Procedures and Policies** so that I can deliver the best service and **Quality Check** my colleagues' tasks before submission, providing positive feedback and suggestions to align with NDIS policies and procedures. Also, I follow clearly outline the processes and procedures to organise filing system, Carers QLD provided to ensure that all files and records are stored in a logical and easily retrievable manner and maintain participant and company privacy and security. I ensure that I handle files and records in a confidential and secure manner, adhering to any privacy or data protection policies. This dedication to maintaining high-quality standards resulted in all my plans being compliant and receiving excellent feedback in 2023.

1. **Demonstration of integrity and respect by exemplifying passion and skills that enable the maintenance of a caseload, working with people with disabilities to plan, organize, and access the support and services needed to live a life that surpasses expectations**

* I can identify the difficulties and concentrate to the point to find a solution for any situation, which allows me to efficiently complete my caseload within tight timelines. Additionally, I extend my support to colleagues, creating a collaborative environment that enables us to collectively achieve our team goal.
* Furthermore, my extensive exposure to diverse cultures and people has developed my ability to communicate effectively with individuals from various backgrounds. Having lived in multiple countries such as Europe, Iraq, London, Netherlands, Japan, Singapore, India, Vietnam, and Cambodia, I have developed a deep understanding of different Cultural Norms and Behaviour.

This enables me to approach clients from diverse backgrounds with respect and understanding, establishing meaningful connections that are essential for identifying and addressing their unique requirements and planning the solutions. The positive feedback received from clients underscores their satisfaction with the experience, validating the effectiveness of my approach. \*

1. **Ability to upskill the team, fostering their knowledge of community capacity, and assisting people with disabilities and their carers in accessing mainstream and community services.**

* I have a consistent practice of staying updated and actively seeking out opportunities for learning and growth. After completing my scheduled tasks, I regularly dedicate time to research resources such as the **NDIS website, Internet sources, and Internal Documents** within the **QUEST MS Team**. Additionally, I actively participate in trainings and have extended my learning by accompanying the ILC team on community visits, broadening my understanding beyond traditional avenues.
* Upon acquiring new knowledge, I make it a point to share these insights with my team members, fostering a culture of continuous learning and development. To ensure that these learnings are accessible to everyone, I keep track of my involvement in the development of training resources and document them in a dedicated MS Team file known as '**GURU**.' I input and contribute my new findings, knowledge including if any specific tasks I have undertaken recently which no one has not been done yet in my team, such as research, content creation, or a new task. This practice not only contributes to the team's knowledge around community capacity but also promotes collaboration and knowledge-sharing among team members.

1. **Exhibiting excellent time management skills, responsiveness, and the ability to pivot effectively with shifting priorities**

* Throughout my career, I have maintained a track record of staying ahead of task loads, efficiently planning my work calendar to align with operational requirements.

In instances of unexpected urgency, I adapt seamlessly by adjusting my task list and reorganizing my workflow. I enjoy **Planning** and **Organizing Tasks** based on **Time, Urgency** and **Situational Demands**, exemplifying this ability through past experiences.