

# **Joshua Hagan**

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## **Career Objective**

To obtain a position that suits my previous employment history and work with an organisation that enables me to gain new skills to further grow and prosper.

## **Employment History**

**Juniper Derby** (Derby, WA)

**Administration Officer** | Temporary Relief

April 2021 – June 2021

- Completed administration duties as per prior position held with company.
- Acted as first point of contact for staff grievances and rostering concerns in absence of no residential manager liaising with area manager/care nurse manager and relevant teams at head office to resolve matters as required.
- Was on call and remained available for all non-clinical matters such as maintenance/building issues and resident/family concerns liaising with area manager/care nurse manager to resolve matters as required.
- Completed rosters and shift allocations whilst facing extreme challenges with staff shortages.

**Juniper Derby** (Derby, WA)

**Administration Officer**

December 2018 - December 2020

- First point of contact for incoming calls and visitors to the site.
- Processing of accounts receivable and payable, placement of ARM purchase orders.
- Acting as a point of contact for resident enquiries and referring these to the Residential Manager/Nursing team as appropriate.
- General administration, such as filing, data entry, word processing, minute taking and photocopying.
- Input and maintenance of records in order to ensure that they meet both internal and external reporting requirements.
- Assisting Residential Manager with completion of rosters and shift allocations.
- Ensure timely processing of employee shift rosters for the payroll department.
- Working with our Access (Admissions) team to process respite and permanent resident applications and have them on our relevant systems.

**Juniper Guwardi Ngadu** (Fitzroy Crossing, WA)

**Administration Officer**

December 2017 – December 2019

- First point of contact for incoming calls and visitors to the site.
- Processing of accounts receivable and payable, placement of ARM purchase orders.

- Acting as a point of contact for resident enquiries and referring these to the Residential Manager/Nursing team as appropriate.
- General administration, such as filing, data entry, word processing, minute taking and photocopying.
- Input and maintenance of records in order to ensure that they meet both internal and external reporting requirements.
- Assisting Residential Manager with completion of rosters and shift allocations.
- Working with our Access (Admissions) team to process respite and permanent resident applications and have them on our relevant systems.

**Juniper Guwardi Ngadu (Fitzroy Crossing, WA)**

**Multiskilled Carer**

January 2016 – December 2017

- Deliver culturally appropriate care as per care plans.
- As per care plan and medication charts give medications to clients.
- Report resident clinical and other resident issues to the relevant in-charge person eg. Enrolled Nurse, Registered Nurse or Residential Manager.
- During non-nurse shifts assess residents when they have health concerns/issues collecting observations checking medications and making an informed choice to either give PRN medications as per care plan or contact the Registered Nurse on call or expedite the request to the Ambulance Service.

**Umoona Aged Care Aboriginal Corporation (Coober Pedy, SA)**

**Night Shift Supervisor**

November 2011 – December 2016

- Deliver culturally appropriate care as per care plans.
- Provide daily reports to senior management regarding clinical matters as well as collecting other information as required including doing monthly stock takes.
- Assess residents when they have health concerns/issues collecting observations checking medications and making an informed choice to either give PRN medications as per care plan or contact the Registered Nurse on call or expedite the request to the Ambulance Service.
- As per organisational requirements replace and contact staff regarding roster gaps and late arrivals
- As per care plan and medication charts give medications to clients.

**Guwardi Ngadu Frail Aged Hostel (Fitzroy Crossing, WA)**

**Multiskilled Carer**

November 2010 - November 2011

- Deliver culturally appropriate care as per care plans.
- Launder laundry in house.
- Clean the resident rooms and outside areas as required.
- Assist Registered nurse in creating easy to read care plans and documentation.

**WA Country Health Services (Fitzroy Crossing, WA)**

**Cook**

June 2010 – November 2010

- Prepare meals based on the meal planner and individual food requirements.

- Utilise safe food work practices.
- Order and audit food stocks whilst ensuring adequate stock through wet season (Floods).

## Education

### **Diploma Leadership and Management**

Inspire Education

2021 – Current

### **Cert III Aged Care**

TafeSA

March 2014

## References

### **Belinda Robinson**

Residential Manager | Juniper Derby

*Phone Number Upon Request*

### **Hiba Azif**

Clinical Nurse Manager | Juniper Derby

*Phone Number Upon Request*