***ESSENTIAL***

1. ***A tertiary qualification in human services, social work or other relevant discipline.***

I have completed a Diploma of Community Services at Melbourne Polytechnic.

1. ***Demonstrated commitment to social justice & inclusion and an understanding of housing and***

***homelessness policy, context and systems, in particular the Opening Doors framework and the***

***Victorian Housing Register.***

My studies have taught me to the skills required to work with vulnerable and disadvantaged clients with complex needs. Units such as Analyse Impacts of Sociological Factors on Clients in Community Work & Services taught me about frameworks such as Intersectionality and Oppression, and introduced me to the many facets to the housing crisis we are facing in Victoria. The “Manage Legal And Ethical Compliance” unit introduced me to key policy frameworks in Victoria, including the Opening Doors framework and the significance of the Victorian Housing Register.

I recently attended TheForum for Dwelling Justice run by RMIT, which brings together grassroots individuals, groups and activist-scholars to discuss listen and learn from critical conversations on how abolitionism, resistance to state violence and anti-racism intersect with housing struggle and sovereignty. It was eye opening and empowering but also a sobering insight into the scale of the housing crisis we face.

1. ***Demonstrated ability in working collaboratively with others towards effective client solutions.***

In my role as Outreach/Appreach worker for Thorne Harbour Health, it was my responsibility to take a helicopter view of their lives and work with clients to identify appropriate services and programs within Thorne Harbour (such as 1-on-1 counselling, legal advisors with specialist LGBTIQ+ knowledge, housing support for those living with HIV) and also connect them with external agencies such income support from Services Australia, queer friendly GP clinics, and an organisation like Launch Housing if the participant was at risk of primary or secondary homelessness. An example of this was when a participant mentioned that they were struggling financially. I was able to highlight alternative income support avenues to pursue, including the Victorian Government’s Utility Relief Grant Scheme, the Saver Plus Program via the Brotherhood of St Laurence as they were a student, and the Crisis Payment from Services Australia because they were experiencing family violence.

In my role as Peer Support Worker at Thorne Harbour Health, most participants that shared their experiences and thoughts with the group spoke of various types of harm in their lives that reflected complex, layered needs. I often had to ensure the group understood the tendency for our systems of support to operate in silos and the importance of a holistic approach to managing their health that could often entail relationships with a number of stakeholders and supports. For most participants. the group meetings were part of a broader plan, which included 1 on 1 AOD counselling,

A consistent high standard of client service has been a feature of my fifteen year career with Tafe NSW. As Customer Service Co-coordinator, Executive Support, Tafe NSW, it has been my role to provide professional and thorough executive, administrative and secretarial support to the College Director, senior College Managers and sections. In this role I have been required to: • Use excellent interpersonal skills and ability to exercise discretion, judgment and initiative and maintain confidentiality. • Work in a busy environment, prioritise work and meet deadlines. • Demonstrated innovative planning and problem solving skills and experience in preparing for events and activities while dealing with changing priorities and procedures Aside from College teaching staff and other personnel, I have liaised extensively with other stakeholders including, enrolled students, prospective students, staff from other parts of Tafe NSW, the media, members of local and state government and anyone who needs to communicate with the College Director and Senior

1. ***Demonstrated skills and aptitude in working with people with complex needs, and experience in***

***working with people who are marginalized and disenfranchised***

My studies have introduced me to the skills required to work with vulnerable and disadvantaged clients with complex needs. Units such as Assess Co-existing Needs and , Analyse Impacts of Sociological Factors on Clients in Community Work & Services taught me about frameworks such as Intersectionality and Oppression, and how these can help us to see how layered and varied client needs can be. An example that reflects the nature of what we learnt was our “Sims” assessment wherein Melbourne Polytechnic paid actors to play the role of the client and we were assessed on how we applied what we’d learnt to a client scenario. In my role play, the fictional client Kim was living in public housing, and this was at risk because of noise complaints arising from the family violence that the client was experiencing. She was struggling with her mental and physical health, and income support she was receiving wasn’t enough to feed her kids. The assessment required me to work with the client to prioritise needs, come up with 3 relevant referrals, and submit case notes and a case plan.

1. ***Demonstrated ability to build positive relationships and communicate with people of diverse***

***backgrounds and abilities, coupled with the ability to adjust personal style in response to***

***individual clients and to act with empathy, sensitivity and understanding.***

1. ***Well developed organizational and time management skills with demonstrated capacity to work flexibly, and have the ability to manage competing demands.***
2. ***Excellent interpersonal skills, including; active listening, empathy, social awareness and emotional***

***intelligence in both verbal and written communications.***

1. ***Competence in using PC-based office applications and internet***
2. ***Right to work in Australia•***
3. ***Demonstrated capability in verbal and written communication***

Verbal and written communication were at the core of my seven years working in project management. In all of the projects I worked on at NAB, ITN, and the Royal Bank of Scotland Group, I had to manage engagement with a variety of stakeholders across each business. In my last role at Coutts & Co, in order to ensure relevant parts of the business were fully involved in the change process, I regularly ran and participated in group meetings, which included preparing meeting agendas, documenting decisions and actions in meeting minutes, making and presenting Powerpoint slides, and completing all project documentation that the organisation’s procedures required. This enabled me to get the necessary approvals from the project sponsors to move forwards with updating the bank’s policies and procedures to comply with new government regulations.

***• Excellent interpersonal skills***

In my three years volunteering with Thorne Harbour Health, as a Peer Support Group Facilitator and as an Outreach worker, strong interpersonal skills (in particular, active listening and showing empathy and compassion),were crucial in order for me to create an environment where participants felt comfortable opening up.. I needed to be authentic, open-minded and non-judgemental, in order to create a safe and supportive space. A memorable example was a group involving a participant who was a person of colour, with a similar ethnic background to me. They were not contributing as much as the white participants, and my instincts were telling me it would be helpful if I shared my own experiences of racism and discrimination in the queer community. Opening up about my own experience generated an immediate response. By showing empathy and compassion in regards to their circumstances, I was able to establish rapport and trust. The outcome was the participant feeling less isolated, and at a later meeting, I was able suggest a potential intervention in the form of a group specifically for queer M2Ms (men who have sex with men) of Asian backgrounds.

***• Demonstrated capacity to maintain a high level of confidentiality***

In my role at Coutts & Co, I was working on a compliance project that involved analysing a significant amount of confidential client information on a highly sensitive matter. It was my responsibility to maintain accurate records and store all documentation in compliance with Coutts & Co’s policies and procedures. I often had to have conversations with bankers about their customers, document these conversations in a way that didn’t breach the customers privacy, and redact personal financial information like tax returns and company financials. This enabled me to maintain the customers’ right to privacy, and progress the project in a way that was compliant with our ethical and legal responsibilities.

***• Demonstrated capacity to complete tasks and effective time management***

Task and time management are critical to any role in project delivery and were particularly important in my role at Independent Television News (ITN). I was working as the lead analyst on a project that was centred on a major upgrade to the Finance team’s accounting software. A large part of my role was developing a project plan, which quantified the effort and time that was required to complete the necessary tasks to deliver the project, so that we could set realistic and achievable timelines for rollout to the business. I had to liaise with our tech suppliers and a variety of internal stakeholders, create a spreadsheet that contained all of the actions that were required, who was responsible for each task, and when they were due to be completed. The planning document I drafted enabled the project manager to identify and plug resource gaps, get approval to go ahead with the project, and once in-flight, track our progress and provide meaningful status updates on and to our stakeholders.

***• Ability to work collaboratively with other organisations to achieve client outcome***

In my role as Outreach/Appreach worker for Thorne Harbour Health, it was my responsibility to take a helicopter view of their lives and work with clients to identify appropriate services and programs within Thorne Harbour (such as 1-on-1 counselling, legal advisors with specialist LGBTIQ+ knowledge, housing support for those living with HIV) and also connect them with external agencies such income support from Services Australia, queer friendly GP clinics, and an organisation like Launch Housing if the participant was at risk of primary or secondary homelessness. An example of this was when a participant mentioned that they were struggling financially. I was able to highlight alternative income support avenues to pursue, including the Victorian Government’s Utility Relief Grant Scheme, the Saver Plus Program via the Brotherhood of St Laurence as they were a student, and the Crisis Payment from Services Australia because they were experiencing family violence.

***• Ability to work under specific direction as well as unsupervised***

My role at NAB as a Project Analyst involved working in a team environment at NAB’s head office at Docklands, and also working independently and unsupervised with bankers at client-facing locations. When I worked on the Bank of the Future Program, my role required me to fly to Tasmania on a weekly basis for 6 months. I mostly travelled by myself and worked on-site on Mondays to Wednesdays to support bankers at our pilot locations in Hobart, Launceston and Burnie. The rest of the week, my Project Manager required me to work closely with her and be accessible to her and the rest of the project team, because I was responsible for responding to technical queries. The outcome was that I learnt how to adapt to different working environments, complete tasks autonomously and to be flexible in how I got things done. Additionally, I learnt the importance of regular communication with my manager to ensure adequate visibility and identification of potential risks and issues that came up in my conversations with bankers on-site.

***• Right to work in Australia***

I am an Australian citizen.

***• A valid Victorian driver’s license***

I hold a valid Victorian driver’s license.

***DESIRABLE***

***• Working knowledge of the Residential Tenancies Act, VCAT, Office of Housing policies and procedures***

Whilst living in the UK, I had to develop a working knowledge of the rights and protections I had as a tenant and the systems and processes of residential tenancies. During my tenancy, my kitchen cabinets fell off the wall, and I had no access to running water on weekends. My landlord did not address the repairs needed, and when I decided to move out, he tried to keep my deposit. I had to take my matter to a body equivalent to VCAT and I was assigned a case worker by the local council. The experience opened my eyes to the power imbalance in the landlord/tenant dynamic, and it made me appreciate the value in having a case worker as an advocate. Additionally, this experience demonstrated my ability to quickly familiarise myself with relevant legislation and housing policies and procedures.

***• Tertiary qualification in Social Work, Psychology or a related discipline***

***• Experience in the social welfare sector, working with clients with complex needs and/or social policy/client support frameworks***