**Profile**

I am a Diploma of Community Services graduate with eight years of experience in the corporate sector, and four years of experience in the community services sector.

I am queer, neuro-diverse, gender diverse, and a person of colour. I have lived experience of psychosocial disability, stigmatization, shame, discrimination, intersectionality. I am trauma-informed and excel in roles requiring strong interpersonal skills, and creative problem-solving.

I have volunteered at Thorne Harbour Health and understand the importance of creating a safe, welcoming, client-centred, strengths-based environment for clients of the Positive Living Centre.

I am a classic Capricorn - hardworking, rational, and constructive. I have stepped away from the corporate world because I am passionate about social justice and eager to work for organizations affecting meaning change.

**Key Skills**

* Demonstrated understanding of community services and the principles of empowerment, inclusivity, and social justice
* Excellent verbal, interpersonal and written skills
* Demonstrated sensitivity to the issues facing people living with HIV, men who have sex with men, injecting drug users and other communities at risk, and familiarity with MIPA principles
* Proven ability to maintain privacy of confidentiality and set appropriate boundaries
* Empathetic and compassionate approach to client care
* Ability to work independently or in a team with a goal-oriented approach
* Knowledgeable about community resources and services for the LGBTIQ+ community
* Adaptable to changing situations and able to handle a number of concurrent tasks
* Proficient in computer skills and quick to learn new software.

**Experience**

**Community Support Worker** Nov 2022 - Present

Diamond Valley Community Support, Greensborough, VIC

* I am providing emergency aid and advocacy services to individuals in crisis
* I deliver friendly, non-judgmental, empathetic, and compassionate support while prioritizing client privacy and dignity.
* I assess and evaluate clients' needs and develop an appropriate support response and internal and external referral pathways when appropriate.
* To date, I have conducted over 400 interviews.

**Markets Assistant** May 2023 - Dec 2023

DVCS Markets, Greensborough, VIC

* I assisted the Market Leader to manage 65 market days, 80,000 visitors, and 6500 stall bookings
* I oversaw stallholder setup, requiring me to manage several concurrent tasks under pressure
* Answered queries from stallholders and respond to incidents and potential incidents

**Rainbow Connect COVID19 Food Delivery** May 2020 - Dec 2020

Thorne Harbour Health, South Yarra, VIC

* I delivered food support to socially isolated and immunocompromised LGBTIQ+ clients
* I effectively managed client visits, phoning them in advance to confirm delivery arrangements
* Our team delivered over 2000 packages to Positive Living Centre clients during the pandemic.

**Sex On Premise Venue (SOPV) Outreach Worker**  Dec 2018 - Dec 2019

Thorne Harbour Health, Melbourne, VIC

* I supported clients at SOPVs, allowing them to ask questions about sexual health, HIV, & other health topics & find connections to relevant health services.

**Re-Wired v2.0 Peer Support Group Facilitator**  Aug 2018 - Jan 2019

Thorne Harbour Health, St Kilda, VIC

* SMART Recovery fortnightly meeting for clients who have completed the Re-Wired eight-week therapeutic program
* I used my lived experience to help clients learn skills and strategies to change their methamphetamine use
* Topics covered include lapses & relapses, sleep, nutrition, HIV, sex, mental health & mindfulness

**Senior Business Analyst** Jan 2016 - Mar 2019

Coutts & Co, London, VIC

* Lead Analyst on regulatory compliance project.
* I successfully established effective collaborations with stakeholders and external organizations

**Business Analyst** Jan 2014 - Dec 2015

Independent Television News (ITN), London, VIC

* I was the lead analyst on a tech project in ITN's Finance dept and was responsible for creating and managing staff training & project comms.
* I supported the Project Manager to successfully implement a new Accounting software package

**Project Analyst** Dec 2010 - Dec 2013

National Australia Bank (NAB), Melbourne, VIC

* I identified and documented requirements for a new centralised process on a significant transformational change program.
* I was responsible for designing the solution, drafting the appropriate documents and record keeping as per NAB's policies and procedures regarding project delivery

**Business Banker – Graduate Program** Jan 2009 - Nov 2010

National Australia Bank (NAB), Melbourne, VIC

* I supported my manager in looking after a portfolio of 100 small business clients in the Carlton, most with approximately $ 2 million in borrowings.

**Education**

Diploma of Community Services  Melbourne Polytechnic |2024

Master of Finance Monash University |2008

Bachelor of Business (Marketing) Queensland University of Tech |2005

**Licences & Certifications**

Working With Children Check Victorian State Government  |2023

First Aid St John Ambulance Australia  |2023

Mental Health First Aid Mental Health First Aid Australia |2021

SMART Recovery Facilitator SMART Recovery Australia |2018

Victorian Driver’s Licence VicRoads |2006