**Career Profile**

I have a diploma in community services, a bachelor's degree in business, and a master's degree in finance. I have four years in community services which includes two years as a community support worker providing emergency relief to residents of Banyule and Nillimbik, and a background in project management and eight years of experience in financial services

I am queer, neuro-diverse, gender diverse, and a person of colour. I have lived experience of psychosocial disability, discrimination, homelessness, financial hardship, shame, and inequality and social injustice. I am trauma-informeand excel in roles requiring strong interpersonal skills, empathy and imaginative problem-solving.

I've moved away from the corporate world to pursue my passion for social justice and contribute to organisations driving bold and imaginative change.



**Key Skills**

* Strong communication and interpersonal skills
* Proven ability to interact compassionately and respectfully with people in crisis who are experiencing financial and food insecurity
* Possess local knowledge of community services sector in Naarm
* Assessing complex needs and providing interventions and referrals
* Creating safe environments for children and young people
* Proficient in record-keeping and navigation of databases such as CISVic
* Flexibility, adaptability and a quick learner
* Proven ability to provide inclusive,non-discriminatory, person-led, strengths-based support to people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation



**Education and Training**

Diploma of Community Services Melbourne Polytechnic |2024

Master of Finance Monash University |2008

Bachelor of Business (Marketing) Queensland Uni of Technology |2005



**Work Experience**

Headspace | **Internship - Clinical Practice team** | Apr 2024 - Current

* I am working on the International Students Experience Project, which aims to create a culturally and linguistically appropriate resource regarding mental health services and support.
* I will work with the Participation team to ensure adequate consultation and co-design, most likely through running a focus Group.

Diamond Valley Community Support | **Community Support Worker** | Nov 2022-2024

* I provided emergency relief, material aid and advocacy services to individuals in crisis.
* I delivered friendly, non-judgmental, empathetic, and compassionate support
* I assessed and evaluated clients' needs and developed an appropriate support response and internal and external referral pathways when appropriate.
* I completed over 400 client interviews.

Thorne Harbour Health | **COVID19 Food Delivery Volunteer** | May 2020 - Dec 2020

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

Thorne Harbour Health | **Sex On Premise Venue Outreach Volunteer** | Dec 2018 - Dec 2019

* I supported clients at sex on premise venues, allowing them to get support regarding their health and wellbeing
* I answered questions about sexual health, HIV, mental health, substance use, and suggested appropriate and relevant internal and external referrals

Thorne Harbour Health | **Re-Wired v2.0 Volunteer Peer Support Facilitator** | Aug 2018 - Jan 2019

* 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.

Royal Bank of Scotland | **Senior Business Analyst** | Jan 2016 - Dec 2019

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

Independent TV News | **Business Analyst** | Jan 2014 - Dec 2015

* 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 in successfully implementing a new accounting software package.

National Australia Bank | **Project Analyst** | Dec 2010 - Dec 2013

* 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 maintaining records as per NAB's policies and procedures regarding project delivery.

National Australia Bank | **Graduate Program** | Jan 2009 - Nov 2010

* I supported my manager in managing a portfolio of 100 small business clients in Carlton, most of whom had approximately $2 million in borrowings.

**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