

ALVIN HO WEI YUEN

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PROFILE

A highly motivated and experienced Day Service Manager, Case Manager and Counsellor specialising in the Intellectual Disability Sector, as an excellent communicator with high integrity I am focused about delivering impactful results for my clients and the organisation I work for.

I adhere to best practises and have excellent knowledge of the Disability Act and other legislation, and have excellent experience of mapping programmes to achieve the Key Result Areas from the Act.

I have an innovative approach with the ultimate goal of increased community participation and inclusion. My thirst for knowledge and continuous personal development has led me to continue study and I am working on my second Masters in Special Education.

KEY SKILLS

Programme Development – experienced at developing “People Centred Approach” programmes for teenagers and adults with intellectual disabilities, in-line with the Disability Act (1993)

Case Management - provide case management services to clients, defined by diagnosis, the development of individual treatment plans, evaluation and referral as defined by centre policies and relevant legislation

Programme Delivery – managing the delivery of training and recreational programmes that have a “person centred” focus and meet the key result areas (KRAs') set out by ADHC

Legislation knowledge - excellent knowledge of the Disability Act (1993), NDIS, person centred approaches, active support and professional boundaries, the Home Care Service Act 1988, the Youth and Community Services Act 1973, Carers (Recognition) Act 2010 and the Guardianship Act 1987

Stakeholder Management – excellent communicator and experienced at working with a large variety of stakeholders including families, authorities, community organisations, educational institutions, city councils and volunteers

Community Inclusion – passionate about increasing community inclusion for intellectually disabled and developing social skills with demonstrated success in this area

Clinical Counselling – Masters in Counselling with practical experience as a councillor treating individuals and families with social problems

People Management – experienced running teams of staff and ensuring they deliver in-line with the prescribed objectives and offering support and development where required. Generating staff rosters for centre operation.

Reporting and record-keeping – prepare and maintain all relevant reports and records as required by my employer or external stakeholders, ensuring administration and documentation is maintained efficiently and accurately

KEY ACHIEVEMENTS

- Selected for a Scholarship in Singapore and completed 2 x Diplomas in Disability and was fortunate to be tutored by Professor Trevor Parmenter
- Organised clients participation in sporting, theatre and other community events which has resulted in huge benefits in community inclusion and raising their self-confidence
- Redesigned programmes in a day-care centre to align with person-centred approaches and the key result areas outlined by ADHC

EDUCATION AND TRAINING

- Currently studying a Masters of Special Education Macquarie University NSW
- 2013 Certificate IV in Frontline Management - TAFE, Ultimo
- 2013 Certificate IV in Training and Assessment - TAFE, Meadowbank
- 2009 Master of Counselling Wesley Institute, Drummoyne Campus, NSW
- 2005 Diploma in Disability Studies & Diploma of Disability Work Social Services Training Institute, Singapore
- The Centre for Developmental Disability Studies, Sydney (affiliated with the University of Sydney)
- Senior First Aid

PROFESSIONAL EXPERIENCE

Day Services Manager Nov 2011- Present

Seton Villa, Marsfield, NSW

Seton Villa is a Day-Care Centre for the intellectually disabled that focuses on the 40+ age group

Responsibilities:

This was a new centre, and I was responsible for assisting in the re-design and set-up of programmes for life choices, in-line with the Disability Act. Ongoing role involved case assessment, programme management and delivery.

- Coordinating and managing day programs for life choices and actively support clients with an intellectual disability
- With the principles of using a "person centred approach" working with clients and stakeholders to develop programmes in-line with the clients goals, aspirations and fundamental needs
- Case management and programme delivery
- Providing supervision to two staff members
- All relevant administration, reporting and documentation

Achievements:

- Successfully redesigned all major day program activities to align with person-centred approaches

Day Program Coordinator Oct 2009 to Nov 2011

Sunnyhaven Ltd

Sunnyhaven Ltd works with adults with intellectual disability and offering services like group homes, respite care and day programs for families in the city of Rockdale.

Responsibilities:

In this role I was responsible for modelling a "person centred" approach to care, and identifying and creating programs that reflect the personal and lifestyle needs of Residents and are in-line with the Disability Act. There is a focus on community engagement and the improvement of social skills

- Focused training and recreational programmes for people with a wide-range of mild to moderate intellectual disabilities under the Government Funding band of community participation TTW (Transition to Work)
- Individual planning meetings on an annual basis to develop the framework to deliver a suitable programme for the client
- Engagement with parents, all stakeholders and the client to ensure programmes are "person centred" and mapped to the criteria of the disability act
- Delivery of programmes and engagement with external stakeholders such as Tafe's and community programmes to facilitate training and community engagement
- Management of 12 staff and full responsibility for managing the centre and achieving all objectives
- Ensure all relevant legislation, safety and training guidelines are adhered to
- All relevant administration, reporting and documentation

Achievements:

- Met all training regulations
- Enrolled into Special Olympics membership
- Develop Cultural Competency awareness in Staff
- Conducted competency training in disability standards throughout duration of employment

After School Support Worker May 2009 to Oct 2009

Baptist Community Services | www.bcs.org.au

Baptist Community Services (fondly known as BCS) – NSW & ACT is a leading not-for-profit Christian care organisation that has been serving the aged and people living with disadvantage for the past 65 years.

Responsibilities:

I was a frontline support worker, supervising children with intellectual disabilities at an after-school care centre

- Delivery of support and care, in-line with the disability act and ensuring the safety of the child
- Assist staff and child with both long and short range activities in accordance with curriculum objectives, developmentally appropriate practice, and program philosophy
- Maintain daily open communication with parents
- Ensure all support was delivered in-line with the programme requirements

- Meet all applicable regulations and training guidelines

Volunteer Counsellor Dec 2008 to May 2009

Hillsong CityCare Blacktown

Hillsong Citycare provide clinical counselling for a wide range of social issues such as domestic violence, depression, family counselling and gender issues

Responsibilities:

I worked here in a placement as a Clinical Counsellor to complete my Masters in Counselling and was referred a wide-range of clients over a 9 month period.

- Client interviews and case assessment to provide a support service to children, adults, couples and small groups
- Hold clinical counselling sessions weekly and monitor and report on clients progress
- Consulting with supervisor and outside agencies and organisations and making referrals where necessary
- Develops and maintains family outreach programs and community partnerships
- Complete all written reports as needed by Supervisor and as required by Federal, State and local agencies.
- Make oral presentations of assessments, diagnostics, home visits, and observations.

Youth Worker Oct 2007 to Jan 2008

Salvation Army Singapore Youth Development Centre

The Centre's vision is to be a place of excellence, where youth are celebrated, cultivated in character, and challenged to lead purposeful lives. In short, its mission is to build roots and grow wings amongst the youths

Responsibilities:

I worked as a Youth Worker in a centre designed to get delinquent children off the streets, back to school and engaged in the community with improved social skills.

- To assist in the overall development, promotion and implementation of the programme.
- To assess the needs of the children and their families, and to recommend and provide necessary emotional, social, financial and other support as needed.
- To undertake home visits and crisis interventions (including meeting with inmates inside prisons.)
- To organise and implement regular programmes and ad-hoc activities with corporate sponsors.
- To keep and maintain up-to-date records, reports and reviews.

Achievements:

- Improve relationships between staff and youths
- Attended and run Sports camps and Kids games camps successfully
- Organised Youths to participate in fund raising programs like Red shield Kettling appeal during Christmas
- Youth memberships increased in centre

Training Officer Nov 2003 to Oct 2007

MINDS Movement for the Intellectually Disabled of Singapore Training and Development Centre

MINDS is a Training and Development Centre for adults with intellectual disabilities, aged 18 years and above. The core focuses of the services are to promote the social integration of these adults into gainful mainstream activities, so as to enable them to lead a meaningful life independently. It is the largest disability organisation in Singapore, employing 500 staff.

Responsibilities:

- Delivery of a variety of training programs in specific life skills, functional academia, vocational training, socio-recreational activities for intellectually disabled Singapore.
- Deliver training via daily instructional classroom training and practical activities of performing arts, crafts development, contract work, sports, in-house business projects and job site-specific training.
- Develop individualised training plans so as to ensure that programs are specifically tailored to meet the special needs of the intellectually disabled person.
- Ability to multi task in managing their daily responsibilities, which include duties from curriculum planning, training delivery to business development activities.

Achievements:

- Organised schools to participate in activities alongside adults with intellectual disability
- Advocated rights of intellectual disabled adults in school workshops
- Ran the first ever camp organised for intellectually disabled in the history of the organisation
- Pioneered the opening of a third Training and Development Centre a first of its kind purpose built facility in the city state.
- Led the participation in the Special Olympics which was very successful and Clients won medals
- Clients managed by me had the best rate of improvement and skills among four classes in the centre
- Awarded a scholarship in the organisation and studied two Diplomas and was trained by Professor Trevor Parmenter

PREVIOUS EXPERIENCE (1999-2003)

- 2001-2003 SKS Books Singapore - Sales Assistant
- 2001- Nov 2001 Ministry of Law Legal aid Bureau Government of Singapore - Corporate Support Officer
- 1999- 2001 Singapore Police Force Police Coast Guard Singapore - Special Constable Corporal National Service

ADDITIONAL INFORMATION**PROFESSIONAL DEVELOPMENT**

Currently conducting private counselling practice in various locations

Grace Denny Award for the Continuing Counselling Student who displays the qualities of care and dedication at Wesley Institute (2009)

Working with Drawings in Grief Counselling on a one day workshop at National Association for Loss & Grief (NSW) Inc. (2009)

Certificate of Attendance at a Child Protection Training Course at Baptist Community Services – NSW & ACT (2009)

Certificate of Attendance for participation in the workshop with people who display challenging behaviour at the Centre for Community Welfare Training (ACWA) (2009)

Average 8 on the IELTS Test Report (2009)

Volunteer Management Course Singapore (2007)

MEMBERSHIPS & ASSOCIATIONS

Christian Counsellor Association of Australia
Sydney Cheil Church Concord

IT SKILLS

Microsoft Word (Intermediate)
Microsoft Excel (Intermediate)
Microsoft Outlook Express (Intermediate)

Microsoft PowerPoint (Intermediate)
Email and Internet (Advance)
Quick Learner and Very keen to update

REFERENCES

Excellent References Available Upon Request