**MEG JEFFERY RESUME**

30 Dellview St, Tamarama. Sydney NSW

**Career Summary**

* 9 years working with intercultural and multicultural groups, asylum seekers/refugees and Aboriginal and Torres Strait Islanders within community and human services sector
* 10 years + Human Resources, Training Facilitation/Education, Project Management, Case Management, OHS/WHS and Volunteer Management
* 8 Years Hospitality, Retail, Wholesalers – including events coordination, a la carte, sales, training and human resources
* 15 years Creative work group/individual children and adults: Including Yoga/meditation, dance, face painting, sports/games, crafts.
* Trainer /Facilitator Health & Wellbeing and Group Based Self Care
* Train the Trainer for Support Group Facilitation (Health and Wellbeing) for Health Care Service Providers
* Community Development in Internally Displaced Persons Camp in West Timor, teaching English and Dance and Group Based Life Skills workshops
* Human Rights Solutions Based Advocate, Peacekeeper and Facilitator of Anti-Discrimination education programs
* Facilitator of Chakradance and Cuban Salsa
* Facilitator of Laughter Yoga
* Industry experience covering Not for Profit, For Profit, government and non-government organizations.
* Member of Refugee Action Coalition
* Volunteer for various Community Services
* Member of DASSAN (Darwin Asylum Seeker Support Network)
* Member of Volunteering NT & SA, Volunteering NSW and Volunteering Australia
* Member of the Board of Directors for Northern Territory Retail Industry Training Council Inc. trading as Service Industries Training Advisory Council (SITAC)

**KEY SKILLS**

* Case Management and Volunteer Management to assist families from refugee backgrounds, and vulnerable groups including people living with a Chronic Disease or a person caring for a family member or friend.
* Facilitating group based anti-racism and peacekeeping programs for adults and young people
* Developing and implementing Training and Group Based Facilitation of Health and Wellbeing, Life Skills and Self Care for Support Groups and Service Providers
* Presenting and Guest Speaking at major multicultural events to create awareness for people about Carers and people from refugee backgrounds
* Solution based Advocacy and Human Rights
* Managing HR and Volunteer Program Implementing Structure and Company Policies
* Project Management and Organisational and Strategic Development and Implementation of key Business Change
* Workplace Health Management and Rehabilitation (WHS/OHS)
* Strong communication skills, written and verbal, to a diverse audience including peers clients, senior management and reporting to external boards

**ACHIEVEMENTS**

* Engaged 200 volunteers in 2010 to provide social support and case work to newly arrived refugees. This equated to providing the Darwin refugee community with 104,000 hours of volunteer time in 2010.
* Developed and implemented an intensive federally funded program for volunteers that provided hands-on help to people from refugee background across multiple sites in NSW. (Up to 4000 arrivals per annum)
* Raised substantial funds for toys, clothes, food and education activities to donate to Internally Displaced Persons Camp on an individual overland trip from Dili (East Timor) to Kupang (West Timor).
* Decreased Labor Turnover from 75% to 35% in 12 months with Outback Stores (Pty Ltd) through effective recruitment, retention strategies and by improving frontline management
* Minimised cost of Training by 80% while providing more on-the-job employee development opportunities and increasing productivity.
* Developed and rolled-out Strategic Safety Direction (OHS-related procedures) across 4 States in remote Indigenous communities in the steps to develop a culture of safety first.

**TRAINING**

* Currently studying: Community Services Cert IV; Chakradance Facilitation and Laughter Yoga Facilitation
* Cert IV Workplace Training and Assessment
* Facilitator Training Rainbow Program – Foundation House Manual / Melaleuca Refugee Centre
* Facilitator Training for Group Based Health and Wellbeing
* Complex Case Management/Case Notes and Record Keeping / McArthur Diversity Services
* Working with Women from Refugee Background– Sydney University
* Core Concepts Torture and Trauma Framework – STARTTS / Melaleuca Refugee Centre
* Advocacy Skills and Strategies
* Bullying and Harassment Awareness
* Equal Employment Contact Officer, Anti Discrimination
* Cross Cultural and Multicultural Awareness (Multiple Courses)
* Apply First Aid Course – St John’s Ambulance
* Adult Mental Health First Aid Course – MHFA
* Chose With Care/Child Protection – Child Wise
* International Humanitarian Law – Australian Red Cross
* International Disaster Recovery, Health & Hygiene, IDP and Refugee Camps - CDU
* Impacts of Individual, Family & Community Violence – Caring for children
* Foster Care – NT
* National Volunteer Management
* National Primary Health Care Conference – Australian Medicare Local Alliance
* Preventing Chronic Disease holistically - ADMA
* Effective performance management strategies
* Get the most out of your advertising
* Member of the Chamber of commerce – regularly attended IR seminars
* OH&S / WHS Workplace practices system
* Team building and motivation. Sales Techniques. Effective Marketing and publicity
* Identifying needs and selling benefits. Presentation skills. Time management skills. Customer Care.
* Effective Recruitment & Selection Methods; Competency, Behavioural and Panel Interviewing.
* Administering and utilizing Psychometric Assessment Tools effectively – Organisational Psychology
* RSA & RSG – Responsible Service Of Alcohol & Responsible Gambling Service

**EMPLOYMENT HISTORY**

**October 2013 – Current**

**GENERAL PRACTICE NSW**

**Program Manager - Chronic Disease Management Program (CDMP) NSW**

**Reporting to CEO**

**The Program provides a special Chronic Disease Management (CDM) service to improve the health, well-being and independence of enrolled patients with: Diabetes, Chronic Obstructive Pulmonary Disease (COPD), Chronic Heart Failure (CHF), Coronary Artery Disease or Hypertension who are at very high or high risk of an acute event or hospitalisation.  
  
My role is to build on improving integration and coordination of care across and between services in NSW and to join together GPs, specialist medical, acute hospital, and community health services to provide patient-focused and team-based coordinated care for people aged 16 years and over (15yrs for Aboriginal people) with complex, and usually multiple, chronic diseases who have a very high or high risk of experiencing an acute event.**

**My role is strategic and high level, I am on a number of Steering Committees across the State including Trapeze, Justice Health, Close the Gap, 48 Hour Follow Up, CCSS and CDMP, as well as Chairing the General Practice Strategies Working Group Committee. I have a strong focus on vulnerable groups including Aboriginal people, young people, Culturally Linguistically Diverse and Aged Care**.

September 2012 – Current

CARERS NSW

Education, Development & Training for Carers, Services and Organisations (Part Time)

My role is to improve support for and knowledge about Informal Carers in NSW, by providing:

* Training and group support to Carers and Services;
* Raising the public’s awareness of the invaluable role Informal Cares play in the Community;
* Developing and facilitating Health and Wellbeing and Self Care training packages;
* Train the Trainer Packages on Ethical Group Facilitation;
* Community Awareness and Products and Services Training/Guest Speaking and Presentations.

Training is delivered to Corporate Organisations, Service providers (Health and Educational including Hospitals and Universities) and to Carer Support Groups. My primary focus is on the Aboriginal and Torres Strait Islander and culturally and linguistically diverse education packages (Resources and delivery) as well as developing training packages for Corporate Organisations to understand Working Carers and Family Based wellbeing Group support specifically for people from refugee background with caring responsibilities (including Young Carers). I am also coordinate modules within the 2 day Carer Representative’s Training which includes Solutions Based Advocacy, Cultural Awareness and Effective Media Communication.

**March 2011 – Current**

**TOGETHER FOR HUMANITY**

**Intercultural Facilitator/ Presenter/Trainer (Casual)**

***Reporting to the Director***

**Facilitating as a community role model and Peacekeeping Trainer. Working in a team of 3-4 facilitators throughout schools and at major events in NSW. Teaching children and adults to replace prejudice, largely religious and cultural, with mutual respect and cooperation as well as cultural identity and leadership workshops. Raise awareness of the dangers of stereotyping and assumptions and the importance in compassion, kindness and sharing common values, maintaining identity and beliefs.**

**I also provide Human Resource services to Together For Humanity as a Consultant. I have developed and implemented their WHS Policies and Procedures along with many other organizational policies and procedures.**

**March 2011 – Current**

**BERIMBAU HEALING**

**Freelance Consultant**

**Providing clients with Human Resource services, Training, WHS/OHS and Organisational Policies throughout Community Sector and Corporate Sector. For example: WHS Policies, Effective Interviewing, Case Notes and Record Keeping. Team building Wellness for Staff (Laughter Yoga. Work life balance) Implementing Workplace Wellness Programs. I have provided Consultancy services for companies like Barnardos and Together for Humanity.**

**Oct 2011 – Sep 2012**

**SETTLEMENT SERVICES INTERNATIONAL (SSI)**

**Human Resource Manager**

My role as HR Manager includes the management and responsibility of the implementation and development of SSI’s HR framework, Volunteer Program, Client Orientation Program, Bilingual Guides Case work Program and Training & Development

* Work as part of the Settlement Services International Senior Management Team and contribute to service development and strategic direction and provide senior and middle management teams with high level advice with regard to Industrial relations and Workforce management.
* Monitoring and supporting the day to day work of the HR Officer and Coordinators for the Volunteer Program, Training & Development, Bilingual Guides and Orientation Program and ensuring that activities are being appropriately allocated and undertaken to achieve the deliverables of our Humanitarian Settlement Service (HSS) Contract and maintain consistency across the HR Function;
* Providing leadership, supervision and strength based support for team members ensuring a fair, ethical and courteous work environment, promoting HSS Service Principals and SSI Core Values as paramount in the service provided;
* Manage the entire recruitment process for new staffing, including assessment of staff need, advertising, interviewing and the provision and collection of appropriate paperwork.
* Provide high level personnel advice and support Senior Management and Line Supervisors to ensure the provision of contemporary human resource practices
* Contribute to the development of tender submissions
* Participate in Settlement Services International Senior staff meetings and contribute to all service improvement and organisational development strategies
* Oversee and monitor all human resources expenditure
* Manage and maintain the OHS data base.
* Manage and maintain the organisation’s training data base.
* Orientate and induct new staff into the organisation.
* Manage contractors
* Providing advice and support to team members for complex issues;
* Acting as an escalation point and support through difficult situations including grievances;
* Monitoring team members working hours in accordance to NSW OHS/IR legislation ensuring staff wellbeing and managing signs of fatigue, burnout & Vicarious Trauma.
* Monitor and ensure files and records are maintained and fulfil data collection and recording requirements of SSI.

**November 2009 – March 2011**

**MELALEUCA REFUGEE CENTRE Torture & Trauma Survivor Service NT**

**Volunteer Coordinator, Co Group Facilitator Rainbow Program**

Melaleuca Refugee Centre is a not for profit community-controlled association, providing an environment for resettlement and healing of refugee survivors of torture and trauma, their families and communities. The Volunteer Program is a social support program for people from refugee background. It is formally structured and volunteers are required to undergo training so that they are equip to undertake the many responsibilities of working together with paid staff, to empower people from refugee background, connecting people to relevant services and providing them with the skills to understand and enjoy their new lives, and to gain independence in the longer term.

*Reporting to Settlement Team Leader*

* Manage the Volunteer Program developing positive relationships in a multicultural environment with both internal and external people and groups.
* Adhoc Case Work
* Co facilitator on the Rainbow Program reporting to Child Focused Therapist (Primary School program to assist children from refugee background, support parents and train and support teachers)
* Attraction, recruitment, training, support, retention and recognition of volunteers
* Advocate for volunteer needs and interests within Melaleuca
* Provide information to volunteers about relevant services and events
* Develop and sustain opportunities for volunteers to network with other Melaleuca staff members and volunteers
* Develop and Deliver an induction program which includes training, orientation, and a high level of support to volunteers and external services
* Manage acquittals and records relating to the Volunteer Program
* Maintain files and records and fulfill data collection and recording requirements

**August 2008 – August 2009**

**OUTBACK STORES PTY LTD**

**Human Resource Manager**

Outback Stores is a Not for Profit Organisation that assists remote indigenous communities meet the health and nutrition requirements for indigenous populations through managing effective retail stores

*Reporting to the CEO*

* Creating & managing to HR Budget
* Reporting & Statistics to external board
* Occupational Health & Safety – Isolated outback locations
* Attraction, development, recognition, satisfaction and retention
* Strategic HR Advice
* Induction, Education & Employee development in Indigenous Communities
* Systems, Procedures & Policy development
* Change Management/Organisational Development
* Industrial Relations – Legislation, contract management, dispute resolution
* Employee Relations & Performance Management – Grievance resolution, terminations

**February 2008 – August 2008**

**KOSMOS FOODS WHOLESALERS**

**Human Resources Manager**

*Reporting to GM*

* Implement the HR strategy
* Systems, Procedures & Policy Development
* Occupational Health & Safety
* Organisational Development/Change Management
* Performance Management
* Training and Employee Development
* Recruitment and Selection
* Industrial Relations

**October 2007 – 2010**

**WEST TIMOR / INDONESIA**

**Community Development - Social, Cultural & Charity, Freelance**

* Fundraising, charity and research into poverty assisted in setting up an orphanage
* Community Development in Internally Displaced (refugee) Camp – including English, dance and cooking classes (Life Skills Classes)

**August 2006 – October 2007**

**MCARTHUR RIVER MINING – XSTRATA ZINC NORTHERN TERRITORY**

**Senior Human Resources Advisor and Community Liaison**

*Reporting to Administration Manager/Business Services Manager*

* Strategic development
* Attraction, Recruitment and Retention
* HR Reporting, Metrics & Systems
* Managing to a budget
* Induction and Leadership development
* Managing the STEPS program for Indigenous Employees
* Remuneration and salary benchmarking
* Industrial Relations/Employee Relations/Community Relations – policies, contracts, agreements, grievance resolutions

**CONTRACT EMPLOYMENT HISTORY**

**HR/Recruitment and Hospitality**

2000 -2006

**Contract/fixed term positions throughout Australia and the UK**

* 3 years in executive search/senior recruitment engineering/construction and professional services industries with large recruitment companies.
* 3 years HR Generalist and recruitment positions in the Goldfields, WA for mining and local government/health sector.

*Specialising in*

* Implementing policies and procedures
* Effective HR standard operating systems
* Organisational development
* Recruitment & workforce planning
* Employee relations and Industrial relations

1995 – 2006

Work during this time included studying, travelling and casual Waitressing (A la Carte and Silver Service, fine dining), Events Management, Nannying, HR Business Consulting, Group Facilitation Health & Wellness, sales and training and Sports Coordination.

**I am able to supply additional information if requested.**

**COMPUTER PACKAGES & SKILLS**

Microsoft Office Suite (Proficient), Filmography/Editing, Access Databases, Ellipse/Mims, NGA Recruitment Manager, CPFI Software (Organisation Psychology Assessing tool) Transact, Fast Track, Adapt, Axiom, Turbo Recruit, H.A.R.E, Readyfit, Atlas, Xpert, HRIS (In-house recruitment and psychometric assessing systems) CSNet

**INTERESTS/HOBBIES**

Dancing, swimming, jogging, mindfulness-based meditation, yoga, bike-riding, bushwalking, reading, fund-raising / volunteering, Rights based advocacy, languages / cultures, embracing diversity and cooking.

**REFERENCES**

Alexandra Jordan

Child Focussed Counsellor/Dance Therapist

Melaleuca Refugee Centre

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