

# BIMALA BHURTEL

Castle Hill, NSW 2154  
0452637920 - bipasabhurtel9@gmail.com

## PROFESSIONAL SUMMARY

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Empathetic Care Worker with sensitive and compassionate approach to cultivating trusting, stimulating and varied lifestyle for residents. Offers enhanced care with flexible learning approach for patients. Experience in age care and settings providing guidance and encouragement to patients through physical and emotional support.

## SKILLS

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- Advanced knowledge of Microsoft Excel and Microsoft word.
- Documentation and Recordkeeping
- Advance knowledge of HTML, CSS, and power-points.
- Knowledge and Experience of Age cares.

## WORK HISTORY

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02/2024 to Current

### Care Service Employee

#### Southern Cross Care Marsfield Village – Marshfield, NSW

- Maintained accurate records, ensuring proper documentation of patient information and care interventions provided.
- Participated in quality improvement initiatives by providing suggestions on enhancing care services to better meet patients' needs and expectations, thus positively impacting overall patient satisfaction levels.
- Provided emotional support for patients experiencing difficult situations, displaying empathy and understanding in all interactions.
- Supported daily hygiene needs of patients by assisting with bathing, dressing, dental care and personal grooming.
- Passionate about learning and committed to continual improvement.

05/2022 to Current

### Care Service Employee

#### Presbyterian Aged Care – Ashfield, NSW

- Recognized and reported abnormalities or changes in patients' health status to case manager.
- Assisted patients with bathing, grooming, dressing, and oral hygiene care both in private residences and facilities.
- Developed trusting relationships with patients through active listening skills, genuine compassion, and consistent follow-through on commitments made during conversations.
- Participated in ongoing professional development opportunities to maintain up-to-date knowledge of industry best practices and standards of care.
- Ensured timely communication of relevant patient updates with other members of the healthcare team, fostering a coordinated approach to care delivery and

enhancing overall effectiveness.

- Demonstrated strong organizational and time management skills while managing multiple projects.

03/2022 to 01/2024 **Care Service Employee**

**Southern Cross Care** – Penrith, NSW

- Maintained accurate records, ensuring proper documentation of patient information and care interventions provided.
- Participated in quality improvement initiatives by providing suggestions on enhancing care services to better meet patients' needs and expectations, thus positively impacting overall patient satisfaction levels.
- Collaborated closely with registered nurses while providing direct care which contributed towards better clinical decision-making processes resulting in improved care outcomes.
- Cleaned house, ran errands, managed laundry, and completed weekly grocery shopping.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Assisted patients with bathing, grooming, dressing, and oral hygiene care both in private residences and facilities.

## **EDUCATION**

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Expected in 06/2024 **Advanced Diploma: Information Technology**  
**Queens Ford College** - Parramatta, NSW

## **SWIMMING, READING BOOKS, CYCLING**

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I love reading books. I love travelling.