

## PROFESSIONAL PROFILE

A proactive, educated, highly experienced and resilient Senior Health Manager with broad medical knowledge and background in Public Health, Patient Care, Customer Engagement, Facility Management and Administration gained from a very long and successful employment history in the hospital, aged care and teaching sectors. The key to success is the ability to work well within any multi-disciplinary team setting and to effectively always provide a high quality of care. Brings a strong work ethic and excellent organisational skill to any setting. Totally dedicated to providing quality and evidence-based care to help clients achieve optimal outcomes. Collaborates effectively and harmoniously within a health care team, seamlessly implements care plans/care paths and provides compassionate, quality and professional care to all clients. Hardworking and reliable professional with strong ability in clinical governance and daily operations. Highly organised, proactive and punctual with team-oriented mentality and offering leadership and mentoring. A highly motivated professional seeking a new opportunity to utilise knowledge, practice, communication and teamwork skills in a supportive and flexible learning environment to further enhance professional confidence and competence. Ready to accept a new challenge and work as a Resident Aged Care Manager.

## EDUCATION & QUALIFICATIONS

**Master of Health Science (Health Service Management)** | Commenced on March 2023- ongoing.

**Fire Officer Training** | Completed in Sept 2022

**Nurse Immuniser Course** | Completed in May 2022

**Return to Work Coordinator** | Completed in 2018

**Diploma in Management** | Upskilled RTO No: 40374 - Sydney | May 2013

**Bachelor of Nursing Science (Hons)** | Jamia Hamdard - New Delhi | Aug 2003

## PROFESSIONAL MEMBERSHIPS

**Registered Nurse** | APHRA

**Student membership** | ASCHM

## PROFESSIONAL SKILLS

- **Leadership Skills**
- **Team Building Skills**
- **Financial Management**
- **Reliable & Trustworthy**
- **Aged Care Accreditation**
- **Performance Assessments**
- **Data & Team Management**
- **Friendly & Positive Attitude**
- **Service Planning & Scheduling**
- **Critical Thinking**
- **Time Management**
- **Relationship Building Skills**
- **Hazard & Risk Management**
- **Operational Efficiency & Safety**
- **Excellent Communication Skills**
- **Suppliers Contract Management**
- **Negotiations & Conflict Resolution**
- **Organisational & Prioritising Skills**

## CORE COMPETENCIES

- A Senior Clinical Manager consistently demonstrating a seamless ability to integrate high level critical thinking skills with clinical expertise, judgment and assessment skills in order to make excellent decisions.
- Compassionate and empathetic with superior skills in conflict resolution, negotiation, mediation and problem solving.
- Ability to provide nursing care in accordance with the highest ethical and legal recommendations and safety standards.
- Strong computer and documentation skills with proficiency in Microsoft Office Suite and healthcare information systems.
- Proficient in organisation and time management; able to manage workflows and seamlessly balance competing priorities.

## CORE COMPETENCIES (Cont'd)

- Totally committed to the highest standard of nursing professional practice; and strictly follows the organisation's philosophy, mission, vision and values through both professional behaviour & job performance.
- Actively pursues contemporary professional medical knowledge and its application to the practice setting; highly capable of maintaining, applying and sharing advanced knowledge of various professional fields.
- Highly skilled and experienced in the delivery of evidenced-based nursing care for people with complex support need and medical conditions strictly in accordance with the planned nursing care and/or interventions.
- Exhibits well-developed written, verbal and interpersonal communication skills and the ability to build and maintain positive relationships with essential stakeholders in a culturally diverse and multidisciplinary team environment.

## PERSONAL ATTRIBUTES

- Exceptional organisational, planning, presentational and time management skills.
- Customer-focused coupled with excellent problem solving and decision-making abilities.
- Exemplary work ethic; high degree of professionalism.
- Highly analytical and detail orientated with a continuous improvement mindset.
- Communicator and motivator with the ability to influence internal and external stakeholders.
- Committed to the success of the organisation.

## EMPLOYMENT HISTORY

### CARE DIRECTOR | Estia Health | Gilead, NSW | March 2023 - current

- Support the Resident Aged Care Manager to meet compliance of legislative requirements and requirements of Estia Health policy and procedure related to clinical care.
- Act as the RACM in all aspects of the home in the residential Aged Care Manager absence when required.
- Provide clinical leadership, education, supervision to nursing team.
- Initiate continuous improvement activities related to resident's care.
- Ensure handover are timely relevant, structured and occur effectively across all shifts throughout the home.
- Control clinical stock to ensure that sufficient levels of clinical areas and care stock is made available.
- Provide direction and support to clinical care staff for resident incident management including hospital transfers, incident, death and other unexpected emergencies and incidents.
- Lead the provision of clinical care and service delivery within the home including treatment and procedure, nursing services and assistance in obtaining health practitioner and specialised therapy services.
- Promote person centered care in the facility.
- Liaise with residents and families on care issues including family meetings.
- Assist with new project initiatives in the home.

### Key Achievements:

- Rolling out of Medimap at Estia Health – Kilbride
- Introduced new services – Wound consultancy services at Estia Health Kilbride
- Introduce new optometry services Healthcare 2 U at Estia Health Kilbride

### DEPUTY FACILITY MANAGER | Pembroke Lodge | Minto, NSW | Jul 2016 – March 2023

- Efficiently manage overall operation of nursing services and patient care by professionally handling financial management, quality assurance, patient care, safety risk management and facility maintenance.
- Investigate clusters and outbreaks to identify source of infection and thoroughly educate healthcare personnel regarding short-term and long-term control measures.
- Encourage high morale and staff retention through effective communication, prompt problem resolution, proactive supervisory practices and facilitation of proactive work environment, as required.
- Enforce compliance with applicable local, state and federal healthcare regulations.
- Accurately and regularly manage files on procedures, infection rates and patient outcomes.
- Faultlessly delegate tasks to each member of staff & continuously oversaw task completion.
- Engage in attaining hands-on experience in providing ongoing education to patients and family relevant to disease and ordering, interpreting and evaluating diagnostic tests to identify and assess patient condition.
- Regularly communicate trend data and analysis to implement process improvement initiatives.
- Spearhead clinical training and orientation for newly hired staff and university students, as needed.

- Thoroughly oversee patient admission and discharge processes in order to coordinate related paperwork.
- Regularly and professionally engage in clinical assessment, catheterisation procedure, diabetes management, wound management, tracheostomy care, stoma care, PEG feeding, oxygen administration and more, as required.
- Evaluate quality index scores and key performance indicators to accurately identify opportunities for improvement.
- Coordinate weekly work schedules for department employees; interview applicants and recommend best candidates.
- Partner with facility manager to raise standards of practice by monitoring, analysing and correcting staff performance.
- Maintain continuous and stringent safety levels and take preventive measures to avoid spread of disease and infection.

#### **Key Achievements:**

- Seamlessly provided clinical oversight for about 108 residents at any given time ensuring the facility is adequately meeting the aged care standards by providing the best care possible.
- Effectively utilised dementia and Alzheimer's knowledge; successfully participated in behaviour support plan developments and regularly executed care planning evaluations, as required.
- Demonstrated excellent knowledge of ACFI, upcoming funding tool AN ANCAP, including accessing the aged care portal for referrals and successfully managed clinical operations and procedures and enforced strict and consistent adherence to federal and state regulations and applicable healthcare law requirements.
- Demonstrated in-depth knowledge of providing direct resident care & nursing services in accordance with nursing practices.

#### **ACFI REGISTERED NURSE** | [Pembroke Lodge](#) | Minto, NSW | Feb 2015 - Jul 2016

- Accurately submitted all ACFI claims in a timely manner.
- Tasked with attending a wide range of meetings, as required.

#### **ACFI REGISTERED NURSE**

[Pembroke Lodge](#) | Minto, NSW | Feb 2015 - Jul 2016

- Regularly performed catheterisation procedure and engaged in diabetes management, wound management, tracheostomy care, stoma care, PEG feeding or oxygen administration, as required.
- Seamlessly managed the storage of current and superseded ACFI packs.
- Effectively provided leadership and served as a role model to all staff members.
- Closely monitored and managed various treatment and care interventions, as needed.
- Consistently demonstrated hands-on experience in providing ongoing education to patients and family pertaining to disease and ordered, interpreted and evaluated diagnostic tests in order to identify and assess patient condition.
- Thoroughly assessed and prepared patients for procedures & performed initial and ongoing patient assessments.
- Actively liaised, mentored and coached the appropriate employees in all matters relevant to ACFI and documentation.

#### **Key Achievements:**

- Effectively demonstrated in-depth knowledge of providing direct resident care and excellent nursing services in accordance with the best nursing practices.
- Successfully supported legislative requirements so determined by the Aged Care Act 1997, including but not limited to the appropriate documentation and record keeping in relation to the ACFI assessments to maximise residential care subsidies.

#### **REGISTERED NURSE**

[Delmar Hospital](#) | Dee Why, NSW | Nov 2011 - Dec 2014

- Performed cardiopulmonary resuscitation accurately and effectively, as needed.
- Regularly updated physicians on patient test results and assisted in developing care plans.
- Measured wound depth to support treatment methods and closely monitored a healing process.
- Supervised patient admission and discharge processes in order to coordinate related paperwork.
- Precisely classified wounds by using staging system based on visual evaluation of affected tissue.
- Successfully minimised patient skin breakdown by devising and professionally carrying out skin care plan.
- Regularly participated in bedside reporting and handoff at change of shift and for patient transfers, as needed.
- Accurately assessed and prepared patients for procedures and performed initial and ongoing patient assessments.

#### **Key Achievements:**

- Efficiently and timely administered medications and treatments, as directed and as appropriate for patient's medical care, in close collaboration with the multi-disciplinary team.
- Successfully engaged in monitoring and effectively managing a wide range of medical treatments and care interventions.

## **REGISTERED NURSE /AFTER HOURS IN-CHARGE**

Manly Vale Aged Care Facility | Manly Vale, NSW | Dec 2005 - Jul 2014

- Monitored and managed various treatment and care interventions and regularly updated doctors on patient test results and assisted in developing adequate care plans.
- Measured wound depth to support treatment methods and monitored healing and classified wounds by utilising staging system based on visual evaluation of affected tissue.
- Professionally supervised daily activities and interactions with patients.
- Liaised between patients and physicians, initiating discussions regarding care.
- Performed cardiopulmonary resuscitation accurately and effectively, as required.
- Effectively delegated tasks to each member of staff and regularly monitored task completion.
- Closely collaborated with healthcare professionals in order to deliver high-quality patient care.
- Professionally supervised patient admission and discharge processes to coordinate related paperwork.
- Successfully administered medications and treatments as directed and as appropriate for patient's medical care.
- Partnered with nurse manager to raise standards of practice by monitoring, analysing and correcting staff performance.

### **Key Achievements:**

- Successfully managed clinical operations and procedures and regularly enforced adherence to federal and state regulations and applicable healthcare law requirements, as required.
- Efficiently managed overall operation of nursing services and patient care by accurately handling financial management, quality assurance, patient care, safety risk management and facility maintenance, as needed.

## **OVERSEAS QUALIFIED NURSE** | Westmead Hospital | Westmead, NSW | Nov 2005

- Regularly supervised nurse administration of oral, intramuscular and IV medications to patients as prescribed, monitoring responses for adverse reactions.
- Participated in bedside reporting and handoff at change of shift and for patient transfers.
- Assessed and prepared patients for procedures, performing initial and ongoing patient assessments.
- Monitored and recorded patient condition, vital signs, recovery progress and medication side effects.
- Updated physicians on patient test results and regularly assisted in developing appropriate care plans.
- Successfully maintained thorough, accurate and confidential documentation in electronic medical records.
- Effectively administered medications, tracked dosages and comprehensively documented patient conditions.
- Consistently engaged in advocating for patients by supporting and respecting basic rights, values and beliefs.
- Documented nursing intervention and patient and family responses accurately and in compliance with hospital policies.

## **NURSING TUTOR** | SOS Nursing School | Faridabad, India | Jul 2005 - Sep 2005

- Thoroughly observed and evaluated student performance in meeting course objectives and student learning outcomes through assignments, projects and examinations.
- Committed passionately to student development through hands-on training.
- Evaluated students to accurately identify knowledge gaps and conduct thorough assessments.
- Effectively guided and supervised nursing students in classroom, laboratory and clinical learning activities.
- Professionally instructed nursing students how to perform vital sign checks, code responses and chart updates.
- Designed personal clinical assignments consistent with student's knowledge base, competency and learning needs.
- Consistently maintained current, accurate records of course enrolment, attendance and student academic progress.
- Participated in planning, implementing and evaluating assigned courses for continued development of nursing curriculum.

## **REGISTERED NURSE, ICU** | Max Healthcare | Pitampura, New Delhi, India | Sep 2003 - Nov 2004

- Effectively performed blood and blood product transfusions and intravenous infusions to successfully address patient symptoms or underlying causes.
- Evaluated intensive care patients, accurately recognised and addressed complications and coordinated treatment with other essential members of critical care team.
- Carefully monitored and managed various treatment and care interventions.
- Successfully assisted patients with healing and recovery after surgery by closely monitoring and caring for wounds, answering questions and regularly educating about continued care strategies.
- Updated physicians on patient test results and professionally assisted in developing care plans.
- Consistently maintained thorough, accurate and confidential documentation in electronic medical records.
- Supervised patient admission and discharge processes in order to properly coordinate related paperwork.

- Regularly trained and mentored new Registered Nurses on best practices, hospital policies and standards of care.

*More information about employment history available on request.*

**COMPUTER SKILLS** | MS Office | Word | Outlook | PowerPoint | Advanced | Easily adapt to new online systems

**LANGUAGES** | English | Fluent | Hindi | Fluent | Malayalam | Fluent

## **CHARITY WORK**

Consistently working more than the required hours in the full-time job as a Manager (Aged Care) in the past 6 years without any compensation for the additional extra hours.

**HOBBIES & INTERESTS** | Reading Books on Mindfulness; Self-Growth and Emotional Agility | Fishing | Swimming

## **REFERENCES**

**Joyce Labayno** | Facility Manager | M: 0420 401 226

*More information about references available on request.*