

# Audrey Chadwick

Peer Community Support Worker

## Contact

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## Education

2019 - Intercept Group Pty Ltd  
Certificate III Individual Support

Current – University of  
Wollongong College  
Diploma of Nursing

## Key Skills

- Peer advocacy
- Empathy development
- Stress reduction techniques
- Recovery planning
- Social inclusion strategies
- Self-care management
- Boundary setting
- Rapport building
- Problem-solving skills
- Communication
- Care planning
- Documentation and reporting
- Adaptability
- Crisis management
- Trauma-informed care
- Teamwork and collaboration
- Time management
- Mental health support

## Profile

Dynamic Peer Support Worker with New Horizons, skilled in crisis management and recovery planning. Enhanced client engagement through empathetic communication and tailored support strategies, fostering social inclusion and self-advocacy. Proven ability to collaborate with multidisciplinary teams, ensuring comprehensive care and improved client well-being. Committed to trauma-informed care and continuous professional development. Peer support professional prepared to deliver impactful assistance and empathy. Proven track record in providing emotional support and facilitating recovery processes. Known for strong team collaboration, adaptability, and reliability in dynamic environments.

## Experience

- **Peer Community Support Worker – New Horizons. April 2022 – Current**
- Provided emotional support and guidance to individuals facing mental health challenges.
- Facilitated group discussions to foster peer connections and promote recovery strategies.
- Collaborated with healthcare professionals to develop tailored support plans for clients.
- Conducted assessments to identify client needs and monitor progress over time.
- Educated clients on coping mechanisms and available community resources.
- Participated in ongoing training opportunities to stay current on best practices in mental health support services.
- Improved client well-being by sharing personal experiences, coping strategies, and resources in a relatable manner.
- Maintained accurate records of client interactions, ensuring confidentiality and adherence to agency policies.
- Promoted self-advocacy among clients by teaching them effective communication skills for expressing their needs to healthcare providers.
- Assisted clients in setting realistic goals for recovery and provided guidance on steps towards achieving them.
- Conducted regular follow-up calls to check on clients' progress, offering additional assistance when necessary.

- Collaborated with multidisciplinary teams to develop comprehensive care plans tailored to clients' needs.
- Provided crisis intervention support, helping clients navigate through challenging situations with appropriate resources and referrals.
- Increased client engagement by actively listening and providing empathetic support during individual sessions.
- Boosted client participation in recreational activities by organizing outings that catered to diverse interests and abilities.
- Developed strong rapport with clients by maintaining open communication channels and demonstrating genuine empathy.
- Contributed to program evaluations by gathering feedback from clients on their experiences with peer support services.

OCTOBER 2019 – DECEMBER 2021

**Personal Care Worker** | Fronditha Care, Newcastle

- Assisted residents with daily living activities, ensuring comfort and dignity.
- Monitored vital signs and reported changes to nursing staff for timely interventions.
- Implemented personalized care plans to enhance resident well-being and satisfaction.
- Trained new staff on best practices in personal care and patient interaction.
- Maintained accurate records of patient care activities and observations for compliance.
- Maintained patient hygiene by assisting in bathing, grooming, and dressing tasks.
- Utilized effective time management skills to prioritize workload while maintaining high-quality care standards for multiple patients simultaneously.
- Assisted patients with meal preparation and feeding, accommodating dietary restrictions when necessary.
- Helped patients with self-feeding and assisted feeding, based on individual needs.
- Prevented cross-contamination by cleaning and sterilizing equipment.
- Changed linens in rooms, keeping spaces fresh and clean for patient health and satisfaction.
- Assisted nursing staff with completing daily rounds, documenting vital signs and answering calls.
- Facilitated personal hygiene management, feeding and ambulation.

1. The first part of the document is a list of the names of the members of the committee.