

JACKIE HANCOCK

M: 0449 958 544

CAREER OBJECTIVE

Results-oriented, quality-focused, and client-driven Assistant in Nursing seeking to contribute to quality patient experiences by delivering a compassionate, diligent, and empathetic health care service. Competent in adapting to the changing requirements of my environment, I demonstrate excellent time management, organisation, interpersonal, written, and verbal communication skills. I am committed to teamwork by collaborating with multidisciplinary teams whilst building positive relationships with patients and family members. My objective is to apply experience in a clinical environment where person-centred care, clinical knowledge, teamwork, and communication skills are valued, with continuous professional development opportunities.

CAREER SUMMARY

1982 – Present

Hammond Care

AIN (Assistant in Nursing)

High Care

High Care Dementia

Palliative Care

KEY SKILLS & ATTRIBUTES

Nursing

- Assistant in Nursing
- Aged Care Nursing
- Dementia Care
- Palliative Care
- High Care

Administration / Records Management

- Administrative Systems & Processes
- Medical Charting & Progress Notes
- Medication Administration
- Medical Terminology

Safety & Quality

- Policy and Operational Procedures
- Legislative Compliance
- Cultural Awareness and Adaptability
- Workplace Health and Safety
- Quality Control

Client Relations / Communication

- Client Relationship Management
- Communication & Interpersonal Excellence
- Providing Information & Advice
- Resolving Customer Complaints & Conflicts
- Working with Diverse Individuals

QUALIFICATIONS

- Certificate III (AIN) Assistant in Nursing (Care Support Services)
- Certificate – Working with Older People
- Certificate – Dementia Care
- The Dementia Care Training Package
- Fire Safety, Security & Emergencies
- Occupational Health & Safety
- Manual Handling
- Infection Control

AGED CARE EXPERTISE

- Dementia & Aged Care
- Women's Health
- Men's Health
- Mental Health
- Palliative Care
- Post-mortem Care
- Admission & Discharge Processes
- Disability & Aged Care Aids
- COVID-19 Swab Testing
- Infection Registers
- Infection Control
- Personal Hygiene
- Oral Care
- Nutrition & Hydration
- Continence & Incontinence
- Mobility & Dexterity
- Wound Care & Skin Integrity
- Enteral Feeds
- Colostomy, Catheter & Tracheotomy Care
- PEG Management
- Medication Administration
- Pathology & Specimen Collection
- Diabetic Management
- CALD Residents
- Neurological Observations

KEY AREAS OF KNOWLEDGE

Aged Care Nursing

- Provide a service to aged care residents
- Communicate and build relationships with patients, family members and carers
- Provide assistance to and consult with colleagues and medical staff
- Selected to work on varied shifts, day, nights, and weekends
- Monitor, record and report symptoms and changes in patients' conditions
- Managing and maintaining patient records
- Administer medication and treatments according to care plan
- Monitor all aspects of patient care – hygiene, nutrition, hydration and more
- Support and encourage patients to participate in therapeutic and social activities
- Assist patients with feeding, toileting, bathing, self-hygiene, grooming and dressing
- Arrange tests, X-rays, blood, and specimen collection
- Prepare patients for examinations, treatments, and theatre
- Turn and reposition bedridden patients, alone or with assistance
- Transport patients to treatment units using wheelchairs
- Clean rooms and change linens
- Display a comprehensive understanding of WH&S procedures
- Recognise the rich cultural diversity within the community

Administration

- Schedule and monitor daily work schedules
- Develop and maintain administration systems, processes, and procedures
- Prepare various documentation such as medical records documentation
- Create, update, and manage administrative files, storage, and archiving
- Manage documents ensuring confidentiality is maintained

Client Relations

- Manage complex and sensitive customer enquiries and escalated issues
- Establish and maintain networks across the organisation
- Foster relationships with key customers and stakeholders

REFEREES

Provided Upon Request

Jackie Hancock
M: 0449 958 544

Re: Application for Clinical Supervision – Sonography

Re: Opportunity for Employment

My name is Jackie Hancock. I am keen to continue a career in nursing and aged care. I look forward to an opportunity to contribute towards providing quality patient experiences, delivering a compassionate, diligent, and empathetic health care service. I am confident I have demonstrated the right mix of professional training, practical skills, relevant experience, and personal attributes to undertake this opportunity with your organisation.

I bring knowledge and expertise of the health care sector. I have developed knowledge of the overarching mission to provide quality health care services. I am confident I can manage a broad range of skills and qualities. To date, my work history has involved working in deadline-driven situations while interacting with clients, stakeholders and external service providers. I now look forward to an opportunity to work within a role that operates in a dynamic and established environment.

My Professional Training

I have completed the following training:

- Successful completion of Certificate III (AIN) Assistant in Nursing (Care Support Services)
- Certificate – Working with Older People
- Certificate – Dementia Care
- The Dementia Care Training Package
- Occupational Health and Safety
- Manual Handling
- Infection Control

My Professional Experience, Skills & Attributes

My present employer, colleague and stakeholders would describe me as committed, capable, reliable, self-motivated, and with plenty of initiative. Therefore, with a proven track record in consistently achieving and exceeding the expectations of my role, I am approaching you with the assurance that I can offer the following:

- Developing knowledge of the health care sector, adapting to evolving regulatory policies, procedures, rules, and guidelines
- Work effectively and professionally with other internal and external agencies, stakeholders, and community members
- Proactively participate in workplace improvements
- Develop a rapport, establishing myself and my team as integral members of my workplace
- Proven ability to meet expectations, deadlines and quality standards
- Genuine interest in people and their welfare and can assess situations and respond appropriately
- Contribute toward team goals and consistently meet stakeholder expectations to deliver quality client services

I have consistently interacted with colleagues and stakeholders throughout my career, providing information and advice and resolving issues as they arise. I am observant, apply active questioning techniques and employ listening skills to research, investigate, gather information, and ascertain information and facts to make decisions, carry out complex tasks, and resolve issues while identifying opportunities for improvement.

Following many successful years of employment and further training, I now aspire to seek experience in a new yet challenging and rewarding career opportunity. My enclosed resume outlines my previous employment, experience, and skills.

Yours sincerely

Jackie Hancock