

DONNA HARMER

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CAREER OBJECTIVE

Results-orientated, quality-focused, and deadline-driven professional with a proven record of success in managing all facets of administration, including records management and client relations. With an established career history in gathering and utilising data to achieve improved practices and procedures, I now seek a new and rewarding career path. My achievements to date are a result of my motivated and committed personality coupled with my ability to work autonomously and as a team member. My objective is to apply my experience in an environment whereby initiative, attention to detail and communication skills are valued and to deliver outstanding results while continuing a career in a first-class organisation.

CAREER SUMMARY

Apr 2022 – Present	Funeral Director Assistant Invokecare
2020 – Apr 2022	Assistant in Nursing Carrington Care
Dec 2018 – 2020	Dental Receptionist Your Family Dentist
Jan 2018 – Sep 2018	Nurse / Carer Daughterly Care
Sep 2017 – Dec 2017 <i>3 Month Contract</i>	Receptionist Bookings Coordinator The Children's Hospital, Westmead
Jun 2016 – Jun 2017	Receptionist / Call Centre Operator Breast Screen NSW
Nov 2011 – Mar 2016	Medical Receptionist Senior Pathology Collector San Pathology Sydney Adventist Hospital
Aug 2010 – Nov 2011	Senior Pathology Collector Healthscope Pathology
Aug 2010 – Aug 2011	Aged Care Worker – Nursing Assistant Yalambee Lodge, Gosford
Aug 2006 – Aug 2010	Senior Pathology Collector Symbion Lavery Pathology
Oct 2005 – Aug 2006	Assistant in Nursing Hammond Care Dementia Centre

INDUSTRY EXPERTISE

- Medical Reception
- Liaise with Doctors and Other Health Care Professionals
- Pathology and Nursing
- Records Management
- Data Integrity
- Team Training & Development
- Management of Simultaneous Tasks
- Strong Organisational Skill
- Time Management Skill
- Conflict Resolution and Negotiation
- Decision Making and Prioritisation
- Communication/Interpersonal Excellence
- Client Relationship Management

LICENCE & TICKET DETAILS

- Working with Children Check
- Class C Drivers Licence

TRAINING & EDUCATION

- Certificate III – Assistant in Nursing
- Certificate III – Community Services (Aged Care Work)
- Certificate III – Care Support Services (Nursing Assistant)
- Pathology Collection
- Venepuncture and Blood Collection on Babies, Children & Adults
- Telephone Counselling – Lifeline
- Electrocardiographic Collection
- BP Monitors, Breath Tests and Drug Screens

INFORMATION TECHNOLOGY

- Microsoft Office
- Microsoft Word
- Microsoft Excel
- Email – Outlook Express
- Internet – Explorer/Google
- Online Banking – Transferring funds
- Keyboarding and Data Entry Skills
- Scanner/Printer/PC

REFEREES

Lucy Sprycha

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Carrington Centennial Care
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KEY POSITIONS

Funeral Director Assistant

- Consult with clients about their choices and preferences, showing sympathy, direction, and guidance
- Collect and transport body from premises
- Arrange and prepare viewing of the deceased
- Transport body to cemeteries and crematoria
- Attend the service overseeing arrangements and providing support

Assistant in Nursing

- Monitor, record and report symptoms and changes in patients' conditions
- Administer medication to residents via the Webster Pack
- Maintain accurate, detailed reports and records, and medical information
- Observe patients' conditions, measuring and recording food and liquid intake and output and vital signs
- Assist patients with feeding, toileting, bathing, self-hygiene, dressing, exercising and collection of specimens
- 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 aged care OH&S procedures
- Recognise the rich cultural diversity within the community & possess an ability to relate to these individuals

Reception

- Meet and greet clients within a front desk service environment
- Manage multiple lines – address, screen and distribute calls
- Allocate patients to a treating doctor or practitioner
- Process and receipt payments

Customer Service/Communication

- Capacity to provide service, address customer enquiries, and disputes
- Liaison with public, management and work colleagues
- Address customer needs via various methods; in-person, via telephone and email, presenting various solutions
- Communicate with colleagues and customers in person, in group discussions, and at workplace meetings
- Communicate with people from non-English speaking backgrounds and those with disabilities
- Present information to small groups

General Administration

- Update and maintain administrative systems and files
- Undertake daily tasks such as filing, faxing, photocopying, scanning, management of emails and incoming/outgoing mail
- Receive, clear, sort and register incoming and outgoing mail
- Manage sensitive documents ensuring confidentiality is maintained
- Provide messenger and personal support services to senior staff, running errands such as paying bills and accounts, banking, postage, forwarding mail and correspondence

Finance/Cash Handling

- Balance and reconcile funds in preparation for daily banking
- Generate and distribute invoices
- Manage and reconcile petty cash