

KIRANDEEP KAUR

0414959845 | kaur1003kirandeep@gmail.com | Marayong, 2148 NSW

PROFESSIONAL SUMMARY

Compassionate and dedicated Individual Support Worker with over 3 years of experience in providing personal care, emotional support, and assistance with daily living activities for clients with disabilities and elderly individuals. Skilled in developing individualized care plans, fostering positive relationships, and ensuring clients' safety and well-being. Seeking to contribute my experience and knowledge to a dynamic team in an Individual Support role.

KEY SKILLS

- Person-centered care
- Disability support
- Personal care assistance (bathing, dressing, grooming)
- Patient advocacy
- Effective communication
- Mobility assistance
- First aid and CPR certified

Professional skills

- **Client service** :Experienced in providing personalized support and advocacy to individuals. Skilled at assessing client needs and connecting them with appropriate resources and services.
- **Decision Making** : Proficient in making quick, effective decisions in high-pressure situations,while ensuring the safety and well-being of clients and resolving immediate challenges.
- **Problem Solving** : Strong problem-solving skills with the ability to assess and address urgent client needs in high-pressure situations.
- **Record Management** : Knowledgeable in maintaining records that comply with legal, organizational, and regulatory standards.
- **Teamwork and Collaboration**: Able to work collaboratively within multi-disciplinary teams.
- **Active Listening** :Skilled in giving full attention to clients during conversations, focusing on their words, emotions.

Technical skills

- Competent in using Microsoft Office Suite (Word, Excel, PowerPoint, outlook) for reporting, documentation, and presentations.

- Confident using communication tools (Zoom, Microsoft Teams, Skype) for virtual meetings with clients and other stakeholders.
- Skilled in navigating online resource directories and databases to refer clients to appropriate social services, housing programs, and support networks.

Languages:

additional languages:

- Punjabi – Fluent
- Hindi – Fluent
- Urdu – intermediate

QUALIFICATIONS

Bachelors Applied in Social Science (community services) : Torrens university 2022-2024

Focused on key areas such as community development, where I learn strategies for empowering communities and addressing social challenges through participation and collective action. Gain practical experience through fieldwork placements. The degree equips the knowledge and skills needed to work in the community service sector, helping individuals and communities overcome social challenges and improve their well-being.

Diploma in Business : University of Wollongong 2019 -2021

learned about business management principles, including planning, organizing, and coordinating resources to achieve organizational goals. I explore marketing strategies, learning how to develop and implement marketing plans, understand consumer behavior, and engage in market research.

Certificate III in Individual Support : Trade healthcare College 2021

This course provides the essential skills and knowledge needed to work in roles that support people who are elderly, disabled, or require assistance with daily activities. This qualification prepares for a career in the community care and healthcare sectors, focusing on providing compassionate and respectful support to individuals in various settings, such as homes, nursing homes, or community-based services.

FIELDWORK PLACEMENT WORK EXPERIENCE

Department of housing (Blacktown) : with different teams

- Processing housing applications for public or social housing, ensuring that all required documents are submitted and that applications are completed accurately and on time.
- **client service visit (fieldwork)**
 - Conducted client service visits to clients' homes to assess their housing needs, address concerns, and provide personalized support.
 - Evaluated living conditions and identified maintenance or service issues requiring immediate attention.
 - Documented visit findings in detailed case notes, maintaining accurate records for effective case management and follow-ups.
 - Handled sensitive or emotionally charged situations during home visits with tact, compassion, and professionalism.
- Providing continuous support to clients throughout their tenancy, including following up on issues such as rent arrears, repairs, or changes in circumstances.
- Understanding how public housing systems work, including various types of government-funded housing assistance programs (e.g., rent subsidies, temporary housing, social housing).
- Training in resolving disputes between tenants and or addressing conflicts within communities, while maintaining a positive working environment.
- Learning about the ethical standards of working with sensitive client information, ensuring privacy and confidentiality are maintained.
- Training of refer individuals to support services that can help with securing long term accommodation or other social support, including financial advice.
- **Business services operation**
 - Developed skills in **trimming and organizing emails**, ensuring efficient communication and streamlined workflows.
 - Managed incoming and outgoing correspondence, prioritizing tasks and addressing urgent matters promptly.
 - Supported team members by maintaining organized email records and contributing to overall workflow efficiency.
- Gained hands-on training in **housing applications**, including **HOMES, Citrix, TRIM, Outlook ,Housing Intranet**, and maintenance request management systems

Catholic Healthcare (Blacktown) : Support/lifestyle Coordinator

- New admissions to the facility - facilitating orientation of the facility , assessment , care plans and progress notes.
- Acted as a liaison between clients, families, and services to ensure optimal support and communication.
- Creation of monthly calendars - Liasing with staff and residents to create enjoyable activities and events .

- Newsletters - Liaising with staff, family members and residents to get stories, upcoming events, birthdays to make up the content of the newsletter
- Organise inter-generational activities with local schools and day centers
Resident and family meetings
- Developed and distributed surveys to evaluate the effectiveness of community programs

EMPLOYMENT HISTORY

Hardi aged care (may 2022 - current)

Job title : Assistant in Nursing

- Assist clients with daily tasks like personal hygiene, dressing, feeding, and mobility, ensuring their comfort and dignity are maintained.
- Work with individuals with disabilities, including supporting them in activities of daily living, promoting independence, and understanding specific needs related to various conditions.
- Trained to understand the importance of tailored, client-focused care, respecting individual preferences, and maintaining the dignity and rights of clients.
- Work with clients from diverse cultural backgrounds, respecting and adapting care plans to meet their individual cultural needs.
- Maintained detailed case notes and progress reports to ensure seamless handovers across.

Catholic Healthcare (2024)

Job title : Personal care Assistant

- Delivered tailored administrative and personal support to ensure smooth day-to-day operations for clients.
- Developed individualized care and lifestyle plans by conducting needs-based assessments aligned with goals.
- Handled sensitive matters with discretion, providing support for emotionally complex or challenging situations.
- Maintained accurate client progress reports and documentation for ongoing case management.

St Elizabeth Nursing Home (2021-2023)

Job Title : Personal care assistant

- Provided comprehensive client support across day, evening, and overnight shifts, ensuring 24/7 coverage for critical needs.
- Responded to urgent situations promptly and professionally, demonstrating adaptability and problem-solving skills.
- Delivered empathetic and effective support during emotionally complex situations, ensuring client trust and satisfaction.
- Maintained detailed case notes and progress reports to ensure seamless handovers across.

REFERENCES

Upon request