

# DIANE HOWARD



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Thompson Health Care  
PO Box 658  
GORDON NSW 2072

To Whom It May Concern

**RE: Nursing Assistant – Macleay Valley House**

I am writing to you as I would like to be considered for a role as a Nursing Assistant at Macleay Valley House in Frederickton. From my attached Resume you will note that most of my work experience has been in financial/administrative roles for a number of different industries. What you will not find in my Resume is that when I first left school, I studied nursing for nine months at Royal Prince Alfred Hospital. I have also been part of the personal care team for my mother, father and more recently, my partner, as they moved toward end of life. My passion has always been to assist others who are unable to do so for themselves. I believe in protecting dignity and empowering individuals to be able to live their best possible life and I hope to now be able to contribute to this through my vocation.

As I approach the end of my working life, I have been seeking a role that provides me with job satisfaction which I know will be achieved when the work that I am doing makes a difference to the lives of others. You will note that I have worked for Not-for-Profit organisations in my endeavours to achieve this goal, even my current work at the Correctional Centre is focused on reducing recidivism.

Being fit and healthy and planning to work for at least another seven years, I believe that now is the time for me to change tack in my career and I welcome the opportunity to study to achieve this new direction. The role of Nursing Assistant particularly appeals to me as I:

1. have an avid interest in the health and well being of others, particularly the elderly
2. am observant, empathetic, work well under pressure and am a quick, innovative thinker
3. am a reliable, keen worker, happy to get in and do whatever needs to be done.

*Demonstrates a passion for supporting clients and stakeholders* - I pride myself on my ability to be able to offer exceptional client/stakeholder service and support. Time management, multi-tasking and attention to detail are the key to success in creating a solid, effectual working relationship. For many years I have worked in unsupervised positions, preferring to work in collaboration with other staff members as well as enjoying being part of a team. It is helpful to work for an organisation that has solid policies and procedures in place as this is paramount to creating a safe working environment.

*Works with honesty and integrity* – My current Facilities Maintenance role within the Department of Communities and Justice is highly regulated to ensure that it remains within disciplinary, budgetary and best practice guidelines at all times. I have been not only able to teach myself these often complex guidelines in a short period of time, but am also able to impart this knowledge to staff throughout the Centre on a regular basis. There are constantly people trying to extend boundaries to have their needs met. Replying to them requires the regular application of patience, empathy and diplomacy.

*Collaborates effectively with team members* - Superior ability to empathise with most people has proven useful in my years of customer negotiation and employee management. Positive working relationships are vital to the success of any organisation, and everyone should have the opportunity to contribute. This is particularly important where a complaint is being made or there is confusion. If comments or instructions are not understood initially, they should be re-phrased or approached from a different perspective to increase their ability of being fully comprehended. In my experience, tackling a problem head-on, as soon as possible and revisiting outcomes to minimise recurrence, is the most successful plan for dealing with difficult situations and stakeholder discontent.

*Undertakes required training within directed time frames* - Time management is one of my strengths. I constantly reassess workflows to ensure optimum results are achieved and on time. As part of Facilities Maintenance, new requests are received regularly necessitating research into the problem, identifying appropriate rectification and reorganisation of not only my time but that of other team members to complete the works quickly and accurately. An important part of this process is to identify the need to escalate the request especially to minimise risk.

*Represents my employer in a positive and professional manner* - I believe we should treat others as we wish to be treated and I exercise this motto when dealing with both internal and external stakeholders. Communication is the key to success

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and if the outcome regrettably will be less than anticipated then valid reasons and alternative arrangements should be offered. Remaining calm and continuing positive language is important when dealing with difficult situations.

*Performs well under stressful conditions* – I am a quick thinker, extremely resilient and very much a 'big picture' person. Staying calm and focussed under pressure is paramount to achieving the best possible outcome in the shortest amount of time. By utilising my excellent communication skills, I find I am usually able to get the best out of staff particularly when trying to adhere to prescribed timelines and plans. My empathy for people and situations enhances my ability to achieve the best results in the shortest amount of time. All these abilities combine to improve the efficiency of a workplace and allow deadlines to be met. Organisation of available resources enhances ease of use whilst increasing productivity.

*Understands personal strengths and weaknesses, using that knowledge to achieve goals* - What may not be evident from my Resume is the maturity and dedication I would bring to this position. My ability to communicate well, both in writing and verbally, with people from a diverse representation of the workplace and community is my main asset. Excellent interpersonal skills have been particularly useful in understanding and assessing the needs of customers, work colleagues and external stakeholders and ensuring positive outcomes where practicable. I have worked closely and successfully with everyone from doctors and engineers to boilermakers and landholders/primary producers, enjoying the challenges each interaction may hold. Discretion, perception of the situation, asking questions and being prepared to escalate issues should circumstances require are key.

In summary, I am looking for a position that offers variety and responsibility all of which I am most capable of performing. I am available to work seven days a week and whatever shifts are required. Thank you for taking the time to read my application. I look forward to the opportunity of meeting with you to further discuss the skills and wealth of experience I have gained which would benefit the residents at Macleay Valley House.

Yours faithfully

*Diane Howard*

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## CAREER OBJECTIVE

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To find fulfilling and stimulating employment, where I can be a member of a passionate and innovative team, provide positive and meaningful impacts on both the environment and my community, build worthwhile relationships and utilise the skills I have developed over many years in the workforce whilst also developing new ones.

## CAREER OVERVIEW

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I embrace new challenges and constantly strive to learn and remain at the top of my game. Over my working career, I have successfully completed the full range of financial/administrative duties utilising my proficient/advanced knowledge of Microsoft Word, Excel and Outlook. I am equally satisfied whether I am processing accounts, working on developing spreadsheets, streamlining the office process, composing my own correspondence, or communicating with and supporting customers, clients or coworkers.

## KEY SKILLS AND STRENGTHS

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- o **Attention to Detail** excellent speed and accuracy with numerical/literary data entry. Constantly striving for the appropriate professional outcome in all written documentation
- o **Communication** I welcome any opportunity for both verbal and written interactions
- o **Customer Service** I constantly strive for excellent customer service by listening, responding appropriately and promptly following up when required
- o **Confidentiality** utmost discretion is paramount whether related to policy, staffing, management, or inmates. Applies both internally and externally
- o **Conflicting priorities** constantly aware of fluctuating work flows and demands. Reassessing and changing direction with the utmost ease
- o **Decision Making** well thought through but timely decisions are most effective. Consultation is often the key to success
- o **Inspire Direction and Purpose** enabling staff to feel worthwhile and respected results in improved outcomes
- o **Limited Resources** Maximum utilisation is my passion
- o **Motivated** find prospect for improvement at every opportunity
- o **Quality Assurance** accreditation and audit are a constant part of working life
- o **Strategist** recognise the need for, embrace both the processes and outcomes required, to implement and maintain change
- o **Value Diversity** working in the Aboriginal, Disability and Elderly sectors has consolidated my appreciation and acceptance of individuality and culture.

## EMPLOYMENT HISTORY

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### Department of Communities and Justice

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#### **Clerk Grade 3/4 - Administration Officer/Facilities Maintenance Scheduler**

**October 2022 – Current**

*Mid North Coast Correctional Centre, Corrective Services Industries*

- Provide a range of administrative and business support services, including issue of Facilities Maintenance work orders, effective record management and retention, conduct routine correspondence, meeting and event coordination, and support the effective operation of CSI business units.
- Coordinate and schedule staff and service providers to complete works within agency protocols and procedures and prescribed timelines and plans.
- Collation and analysis of data to provide reports to Industry Managers on Facilities Maintenance programmed activities and projects.
- Collect and compile information, prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and informed decision making.
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures.
- Respond to customer enquiries, escalating and redirecting issues as required, to ensure the efficient provision services and accurate information.
- Update and maintain records and databases, complying with administrative systems and processes, to ensure that all information is accurate, stored correctly and accessible.

### Contract Roles

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#### **Finance/Payroll Officer**

**July 2022 – September 2022**

*MBC Recruitment – Bundaleer Aged Care Services*

- 3 month contract position working in a busy finance team in aged care. Duties were varied within the finance realm and required advanced levels of dexterity, computer literacy, speed, accuracy and confidentiality – all within a highly stressful, time critical environment. The position also included interaction with the residents, ensuring that they felt heard by conveying their enquiry to the appropriate staff member and following up where necessary.

#### **Finance Officer**

**March 2022 – June 2022**

*Classic Recruitment – Ability Enterprises*

- 3 month contract position in the disability sector. My role was completely autonomous, working primarily with Xero Accounting Software, Microsoft Office. Duties were similar to the Early Connections Finance Manager role. Payroll was for 60 employees and tasks included complex invoicing to primarily State and Local Government, including use of relevant entity's portal for invoice lodgement.

#### **Clerk Grade 3/4 - Administration Officer**

**July 2021 - February 2022**

*Adecco - Department of Communities and Justice*

- Ongoing assignment at the Mid North Coast Correctional Centre, Corrective Services Industries. As well as fundamental administrative functions, this position was responsible for auditing various processes, developing spreadsheets to show outcomes and action items as well as participating in operational planning, preparing various outcome documents including timelines and flowcharts.

**Payroll/Accounts Officer****October 2020 - April 2021***Adecco – Macleay Options Inc*

- 6 month contract position in the disability sector, working with clients who were also supported employees. Duties were similar to the Early Connections Finance Manager role. Payroll was up to 200 employees and I assessed, streamlined and documented processes to improve the efficiency of the Finance Department.

**Administration Co-ordinator****July 2020 - September 2020***Adecco – Omnicare Alliance, Modifications & Maintenance*

- 3 month assignment in the disability-aged care/home modification sector, implementing job management software, Tradify, including documentation of newly developed procedures. Other software utilised was Microsoft Office as well as CIMS and Job Tracker. I was responsible for the entire process from the creating of client records, after ascertaining funding source for example HCP (Home Care Packages) or NDIS etc, confirming broker or plan manager right through to proof-reading finalised quotes prior to despatch, receiving approved quotes into Tradify and converting to jobs to be given to the building supervisor. This role also involved interpreting Occupational Therapy Reports to ensure that all modifications requested were included in the quote, whilst liaising with often elderly clients to explain processes and system limitations.

**Early Connections Kempsey**

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**Finance Manager****April 2019 – July 2020**

This position was completely self-directed and involved working primarily with MYOB Accounting Software, Echidna, Microsoft Office within the disability sector. Duties included:

- all facets of accounts receivable and payable, including claiming through the NDIS Portal
- the full range of account reconciliations
- fortnightly payroll for 13 staff (leave entitlements, multiple award interpretation, superannuation, salary sacrifice, workers compensation & PAYG payments)
- monthly BAS preparation
- Plan Management of participants' NDIS Plans
- data extraction to produce reports on a daily/weekly and monthly basis
- liaising with families, co-workers and various government
- supervision of receptionist
- composition of all internal and external correspondence via email etc
- full responsibility of Echidna database including training and assisting therapists
- job costings and budgeting
- management of all insurances.

**Ingenia Holidays – South West Rocks**

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**Guest Experience Officer****December 2017 – April 2019**

Duties performed in this position included but were not limited to: greeting guests and checking them into their accommodation, taking telephone bookings and payments, entering direct credits, creating ad hoc journal entries, reconciling debtor accounts and following up rent arrears, banking, receipting, counting cash, serving kiosk customers, replying to emails, training and directing junior staff, running Kids Club programs, handling general guest enquiries and any complaints, restocking shop supplies, cleaning the office and various other administrative duties.

## Dalaigur Preschool and Children's Services

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### ***Finance Manager***

**March 2015 – November 2017**

This position was totally autonomous within the Aboriginal Children's Service and involved working primarily with Xero and MYOB Accounting Software, Kidswizz Childcare Management System and Microsoft Office. In addition to the duties listed below, this position involved immersion into the culture of the Aboriginal community and the intricacies that involves. My time there reinforced my passion for equity of access for all, whether it be educational, access to services or natural resources. Duties of the position included:

- composition of all correspondence, both internal and external
- data extraction to produce reports on a daily basis. Manipulating these financial reports so that they could be readily explained to the Director and Management Committee
- all account reconciliations including processing of direct debit payments
- liaising with families, co-workers and various government agencies, including enrolments, waiting lists and updating contact information
- telephone answering
- all facets of accounts receivable and payable
- fortnightly payroll for approximately 30 staff across two preschools
- monthly BAS preparation and government funding acquittals
- management of all insurances
- supervision of receptionist
- cashflow management including job costings and budgeting.

## Lou's Café Restaurant

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### ***Part-time Bookkeeper***

**June 2012 – May 2016**

Working with MYOB and Excel, duties included cashflow management, accounts receivable and payable, weekly payroll for approximately 15 casual staff (including award interpretation, Super, Workers' Compensation & PAYG payments), reconciliations, BAS preparation, cash handling and rostering.

## Previous Work History

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### ***Administration/Finance Officer/Manager roles***

**Prior to June 2012**

Various administrative and bookkeeping positions were held primarily in rural NSW and Brisbane for a diverse range of organisations, including Local Government. Further details can be supplied if requested.

## EDUCATION

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- Certificate IV in Accounting, TAFE NSW
- Two units completed of Preparing for Success at Southern Cross University, High Distinction
- Secretarial Studies Certificate Course – Distinction (roughly equivalent to the current Certificate III in Business Administration)
- Higher School Certificate

## GENERAL

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- Current Class C NSW Drivers Licence and own reliable vehicle
- Working with Children Check - Expiry 6 March 2025
- NDIS Worker Clearance Valid until December 2026
- First Aid Certificate – attained 8 January 2022 (no longer current)
- Triple Vaccinated for COVID-19 as of 15 July 2022
- Flu Vaccination April 2023
- 2022 Police Check Clearance
- 2015/16 Secretary – Dragons on the Rocks, South West Rocks
- 2013 Treasurer - South West Rocks Public School P & C Assn
- 2009-11 P & C representative on Management Committee of Kurwongbah State School OSHC

## SOFTWARE

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- Microsoft Office – primarily Excel, Word, Outlook and Teams
- Microsoft Word - Proficient
- Microsoft Excel - Proficient
- *Accounting:* Xero, MYOB AccountRight, Quickbooks, Chris21, Attache and Finance One
- *Other:* Pronto, TRIM (EDRMS), Echidna, Tradify, Newbook, Kidswizz and Objective RIO
- Typing speed of 60 wpm with 99% accuracy
- 134 numeric key strokes per minute

## REFEREES

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Can be provided upon request.