




Michelle Hill

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 Campbelltown NSW

SKILLS

- Networking and Marketing
- Understanding of confidentiality
- Active Listener
- Conflict Resolution
- Problem-Solving
- Computer Literacy
- Effective Communication Skills

QUALIFICATIONS

- Coaching Skills for Consultants
- RSA
- Manual Handling Certificate
- Why Funerals Matter
- Grief and Loss
- Certificate IV in Aged Care and support
- Certificate III in Childcare
- Certificate IV in Endorsed Enrolled Nurse
- Certificate III In Aged Care

PROFILE

Since commencing employment within the disability employment sector, I have developed a passion for assisting with employment and education goals and building relationships with stakeholders within the community. I am looking to further develop these skills and progress within a company for the long term.

EXPERIENCE

JOB COACH

Nova Employment

2023 - Present

- Time Management skills. I am able to independently manage my schedule to ensure that tasks are completed in a timely manner
- Experience and understanding of the importance of recording accurate and factual support notes to meet set company and statutory guidelines and procedures.
- Developing and conducting skill building workshops relating to obtaining and maintaining employment.
- Conflict resolution skills and the ability to stay calm in challenging circumstances
- On the job training and support to ensure that the participant is supported in maintaining employment, including identifying and resolving workplace issues and concerns.
- Accurate recording of participant interactions and support
- Working ethically to meet kpis, while ensuring that a quality of service is being provided.

CUSTOMER SERVICE ASSISTANT - CASUAL

Gregory Hills Hotel

2023 - Present

- Ensuring that guests are greeted and service is being provided in a timely manner.
- Skilled and experienced to cover both the bar and food and beverage service.

EVENT CO ORDINATOR

Caves Coastal Bar and Bungalows.

2022 - 2023

- Setting up of Weddings, Conferences and Functions
- Collaborating as a team to provide a quality of service.
- Understanding the importance and adhering to work health and safety practices and guidelines.

HOUSEKEEPING/HOSPITALITY

Rafferty's Resort

2021 - 2023

- Guest Services
- Room bookings
- Event set up

FUNERAL ASSISTANT - IVC

2020 - 2021

- Liaising with families to arrange the service of the celebration of life to honour their loved ones.
- Arranging of the service, ensuring the needs of the family are being met

NURSE

Carrington Aged Care Facility

2019- 2020

- Administering medications and keeping record of this
- Caring for high need patients with dementia and other disabilities.
- Adhering to company policies and procedures
- Keeping up to date with statutory regulations

FUNERAL ARRANGER

Simplicity Funerals

2016- 2019

- Liaising with families to arrange the service of the celebration of life to honour their loved ones.
- Arranging of the service, ensuring the needs of the family are being met

CHILDCARE ASSISTANT

Good Start Early Learning Childcare Centre

2014- 2016

- Full time Educator, caring for children under the age of 6, in a supportive learning environment
- Developing and delivering educational programs
- Liaising with parents to understand concerns, needs or specific supports required
- Understanding of mandatory reporting requirements

OWNER OPERATED FAMILY DAY CARE CENTRE

2011 - 2014

- Establishing a home business and complying with statutory regulations
- Marketing and promoting the business from a start up to a profitable business
- Ensuring of safety and well being of all children
- Creating and developing of enrichment and learning programs
- Undertaking the financial running of the business

NURSE

Wyong Hospital

2005 - 2008

- Caring for patients in palliative care, stroke recovery, children and various other wards within the hospital
- Providing medical support to patients and staff
- Following protocols and procedures
- Ensuring of quality of care is provided to patients

NURSE

Western Sydney Area Health Service

2005 - 2008

- Providing medical assistance with palliative care, stroke recovery, children and aged care facilities across the Sydney area
- Administering of medication
- Following protocols and procedures
- Ensuring of quality of care is provided to patients

R E F E R E E S

Melissa Timmins

Evolve Housing - Case Coordinator

0431 739 374

Liam Sexton

Gregory Hills Hotel - Operations Manager

0424 540 869

Emma Astill JP Simplicity Funerals - Funeral Director

0429 621 703