

MISHELLE CONSTANTINE

Professional Summary

I am an initiative-taking person, who has discovered a love of working in Aged Care. I am an organised and efficient, personable and compassionate person, with a strong commitment to providing individualised resident care. I am dedicated and enthusiastic about always providing the highest quality care to residents, and enriching their quality of life, whilst always keeping the dignity of each resident.

Skills

- I have excellent written and verbal communication skills.
- I can work independently or as part of a team, and I am an excellent team player.
- I have strong attention to detail, and I get immense satisfaction from a job well done.
- I am extremely motivated, and I enjoy learning new skills.
- I am very calm under pressure and good at problem solving.

Work History

Full-time Caregiver

- I made the major decision to take a break from work, to be a full-time parent and raise my two beautiful children, providing care for my daughter with Autism and supporting our family living in Australia.
- Before making the important decision to take a break from my career and focus on my family, I was employed in varied roles gaining strong experiences and skills that should provide value to you as an employer.

Kanwal Gardens Care Community

Assistant In Nursing, 1 Mth.

- As part of my Certificate 3 Individual Support training, I had to complete 120 hours of Clinical Placement, which I completed at Kanwal Gardens Aged Care Community.
- I provided ongoing, responsive personal care per the assessed individual needs of the residents.
- Provided appropriate assistance for residents in accordance with their individual Care Plans.
- Provided physical care to residents e.g., toileting, showering, dressing, oral care, grooming and feeding.
- Monitored residents' condition and reported uncharacteristic conditions or observations.
- Supported and assisted residents with walking, transfers, wheelchairs, personal needs and requests.
- Ensured safety practices were always observed to ensure resident and staff safety.
- Communicated in a professional manner with residents, families, other staff and visitors always.
- Demonstrated knowledge and understanding in the application of skills for the use of equipment e.g., lifting aids.
- Reported any changes in the residents' condition to the designated Nurse on duty for review in a prompt manner.
- Ensured that all documentation was correct and completed in a professional and prompt manner.
- Completed written documentation in Care Plans.
- Ensured that all documentation was accurate and completed in a timely manner.
- Ensured that resident information was always kept confidential and secure.

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Wilko

Help Desk Assistant, 8Yrs.

- Dealing with customer enquires and complaints.
- Dealing with customer orders and placing orders via computer and telephone.
- Authorizing and issuing refunds, whilst always following current trading and consumer rights and laws.

Citizens Online Charitable Organization

Office Finance Manager, 5Yrs.

- Dealing with day-to-day expenses, petty cash, invoicing and payments.
- Processing payroll, staff expenses, holiday pay and HR enquires.
- Managing the company budgets, preparing financial forecasts and expenditure. Preparing and filing end of year tax returns, collaborating with auditors for yearly company audits, entering financial information and budgets onto the company system, and being proficient in Microsoft Office and Excel spreadsheets.

Thorne UK

Executive Assistant to MD, 4Yrs.

- Working in the Managing Directors office I was responsible for dealing with telephone calls, writing letters, and dealing with correspondence on behalf of the MD.
- Resolving and dealing with major customer complaints on behalf of the MD, and resolving issues with the full authority of the MD.
- Filing, data entry and general administrative duties using internal systems and Microsoft Office.

ASDA Walmart UK

Recruitment & HR Officer, 5Yrs.

- Running recruitment drives, group interviews and processing job applications for prospective applicants.
- Preparing payroll, processing hours, and parental leave. Authorising holiday requests and holiday pay.
- Aiding in disciplinary hearings, handling note taking during the hearing, typing notes afterwards, and other general HR administrative duties.

Education

TAFE NSW

TAFE Certificate III Individual Support - Ageing

TAFE HLTAID011 Provide First Aid

St Joseph's Comprehensive School

GCSE English Literature & Language

GCSE Mathematics

GCSE Human Biology

GCSE Commerce

GCSE Visual Arts

Pittman Word Processing Distinction

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