SUSAN NEPAL

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Professional Summary

Highly compassionate and dedicated Senior Support Worker with over 4 years of diverse experience in community services, aged care, and mental health support. Adept at delivering person-centred care, facilitating social inclusion, and developing recovery-focused support plans. Proven ability to lead and collaborate with teams to achieve service excellence while maintaining a strong focus on client dignity, empowerment, and safety.

Key Skills & Competencies

- **Individual Support & Care Planning:** Developing tailored wellness and recovery plans that address holistic client needs.
- **Mental Health & Community Engagement:** Facilitating psychosocial rehabilitation and promoting meaningful community connections.
- **Advocacy & Customer Support:** Empowering individuals to access resources and make informed decisions.
- **Case Management & Assessment:** Conducting client assessments and managing complex care needs.
- **Team Leadership & Mentorship:** Supporting team members to deliver high-quality services and achieve customer outcomes.
- **Personal Care & ADL Support:** Assisting clients with personal hygiene, mobility, and medication administration.
- **Documentation & Compliance:** Maintaining accurate records and ensuring adherence to service standards.
- **Crisis Management:** Managing sensitive situations and providing immediate care and support as needed.

Professional Experience

Senior Support Worker (SSW)

Breakthru, Social & Community Services
December 2023 – Current

- Delivered person-centred care to individuals with psychosocial disabilities and diverse support needs.
- Developed and implemented individualized support and recovery plans to promote client independence.
- Conducted comprehensive assessments and created action plans to meet client goals.
- Led group-based and one-on-one community engagement activities to enhance social connections.
- Provided emotional and practical support, including personal care and lifestyle activities.
- Supported team operations by mentoring new staff and guiding them in care delivery.
- Collaborated with families, carers, and external service providers to ensure seamless support.
- Maintained accurate case notes and ensured compliance with organizational and legal guidelines.
- Promoted workplace safety by adhering to health and safety protocols.
- Actively advocated for clients' rights, inclusion, and access to community resources.

Assistant in Nursing (AIN)

Lady of Grace Aged Care, Dural, NSW
July 2019 – December 2023

- Provided compassionate care to elderly residents, assisting with daily living activities.
- Supported residents in maintaining personal hygiene, dressing, and mobility.
- Administered medications and documented care activities in compliance with protocols.
- Developed strong relationships with residents and their families, fostering trust and emotional well-being.
- Assisted with meal preparation, feeding, and dietary management to meet nutritional goals.
- Monitored health conditions and reported changes to nursing staff.
- Ensured a safe and clean-living environment by following infection control measures.

Education & Certifications

- **Certificate IV in Ageing Support**
  Australian Health and Management Institute, Sydney NSW (August 2019)
- **Diploma of Community Service**
- *Australian Health and Management Institute, Sydney NSW (June 2021)*
- **Bachelor of Community Services**
  Torrens University, Sydney NSW(December 2023)
- **Current First Aid and CPR Certificate**

- **Current Working with Children Check (WWCC)**
- **Current Criminal Report from Australian Federal Police**

Key Achievements

- Successfully led complex client support programs, fostering meaningful community participation.
- Implemented innovative wellness plans that improved client engagement and emotional well-being.
- Maintained a high standard of documentation, achieving full compliance during audits.
- Recognized for building strong relationships with clients and delivering outstanding care.

Languages

- Fluent in English and Nepali