

SUE-ANNE O'BRIEN

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Profile

I'm goal driven, compassionate, respectful, and hardworking looking to challenge myself to learn improving my current skill set. I'm always open to learning with extensive experience in Aged Care and Disability Sectors.

I have held Management and co-ordinator positions with prior employment and have 10 years' experience in Aged Care and 5 years in the field with community support work always respecting NDIS and Legislative parameters.

Spending time with clients in the community helped me hone my management skills to better understand clients and ensure in respecting their choice and control. I have experience in understanding client planning and accessing client support network to better support clients required needs.

Key Skills

- A genuine, empathetic and passionate nature.
- Highly experienced in supporting people with physical, mental and intellectual disability
- Knowledge and understanding of the NDIS Quality and Safeguarding Commission framework along with the NDIS Code of Conduct and other relevant legislation, regulations, policies, and practices
- Ability to manage challenges in a support environment, ensuring consistent delivery of service
- Demonstrated ability to liaise with a wide range of stakeholders including other service providers, family members, advocates, and government agencies
- Effective leadership skills
- Demonstrated ability to work effectively within a team as well as independently
- Intermediate computer skills
- Excellent verbal and written communication skills proficient in in maintaining reports and case notes;
- Current Driver's Licence and comprehensively owned and insured vehicle
- Current Working with Children Check, Valid NDIS Worker Screening Check and police check

Experience

Inspire Care, Campbelltown NSW

Oct 2023- April 2024

Support Worker

- Assigned in SIL facility handling high complex needs clients doing personal care, respite, domestic assistance, transport assistance, medication management, coordinate medical and treatment assistance and accurate case reporting.

My Supports Pty Ltd, Campbelltown NSW

Oct 2018- Sept 2023

Disability Support Coordinator

Mar – Sept 2023

- Worked with another Support Coordinator as part of the training. Assisted in monitoring staff activities, checking report compliance, monitor and follow up supplies, advocate/ worked with NDIS planners regarding clients change of circumstance and update plans and funding, coordinate with allied health professionals regarding client's progress, reports and service requirements, delivering clear accurate and timely record keeping in line with NDIS practice standards.

Disability Team Leader

Oct 2020 – Feb 2023

- Supported coordinators, team members to deliver outstanding care to all clients. Acted as the key communication point between clients, families, and coordinators. Supervising and mentoring support workers. Maintain accurate documentation and reporting, ensuring compliance with relevant regulations and standards, provide direct support to participants as needed, addressing their individual needs and preferences.

Disability Support Worker

Oct 2018 – Sept 2020

- Provide personal care, respite and domestic assistance to clients, medication management, work with clients/families/allied professionals in NDIS plan review, assist with community/social participation, provide assistance with manual handling and/or the use of support mobility equipment such as wheelchairs

Blue Hills Retirement Village

2004-2006

Night Care Manager (Dementia Unit)

- Oversee all overnight operations ensuring residents receive exceptional customer service experience, perform various administrative and support services and fostering a safe, secure, and healthy living environment for all residents, attend to emergencies and

lockouts, and/or any other matters that may arise during the night, documenting and reporting all aspects of service delivery according to specified procedures while upholding professional knowledge and standards.

Education and Training

Diploma in Community Services , 2016

Evocca College

Certificate III in Individual Support, 2017

Arc Training

Certificate in Community Services Aged Care , 2002

Wesley Institute

NDIS Trainings , First Aid & CPR, Drugs & Alcohol Training

Award/Recognition

Creating Connected Communities Recognition Award

12/2018 -MY SUPPORTS Veronica Dharma NSW State Trainer

Empowering People Recognition Award

12/2018- MY SUPPORTS Nahed Youssef

Southwest Sydney Area Coordinators

Professionalism Recognition Award

12/2018-MY SUPPORTS Nahed Youssef

Southwest Sydney Area Coordinators

Certificate Of Appreciation Award

12/2019 -MY SUPPORTS

Southwest Sydney Area Coordinators

References

Available upon request