
SABINA KAFLE

Blacktown, NSW 2148 ♦ 0414143022 ♦

sabinakafle613@gmail.com

PROFESSIONAL SUMMARY

Dedicated and compassionate Support Worker with over 4 years of experience in providing tailored care and assistance to individuals with diverse needs. Skilled in empowering clients through personalized support, fostering independence, and promoting community integration. Experienced in working with clients requiring assistance with daily living activities, mental health support, dementia, and palliative care. Adept at crisis intervention, care planning, and managing complex situations with a focus on safety and well-being. Strong communicator and team player with proven ability to supervise, mentor, and collaborate with multidisciplinary teams. Committed to continuous professional development and delivering high-quality care that meets both client and organizational needs.

SKILLS

- **Empathy and Compassion**
- **Personalized support**
- **Clear Communication and Interpersonal Skills**
- **Practical Support/ Daily living support**
- **Advocacy and Empowerment**
- **Crisis Intervention and Management (Fall prevention Management)**
- **Critical thinking and problem solving**
- **Accountability**
- **Teamwork**

- **Flexibility and Adaptability**
- **Respect for Diversity/ Act with Integrity**
- **Documentation abilities and Technology.**
- **Self-Management**
- **Supervision Coaching, and Mentoring**
- **Clinical Skills**
- **Care planning and coordination (disability awareness/ support planning)**
- **Dementia, Palliative care**
- **Manual handling**
- **Behavioral Support**
- **Family and Career support**
- **Medication Management**
- **Continuous Learning and Development**

WORK HISTORY

Therapeutic Disability Support Worker, 12/2022 – Current

Dynamic Support Services – Sydney Olympic Park, NSW

- Helped clients manage and reach individual goals, supporting independent progression and social skills.
- Kept clients engaged in social networks and communities for personal health and growth.
- Promoted community integration by providing extensive physical, emotional, and social support.
- Maintained records of daily individual activities, behaviour, and pertinent incidents for patient analysis and assessment.

- Assisted patients with bathing, grooming, dressing, and oral hygiene care both in private residences and facilities.
- Communication and liaison with residents, families, and healthcare professionals
- Developed strong rapport with clients by consistently demonstrating respect, understanding, and genuine concern for their wellbeing.
- Coordinated appointments for clients with healthcare providers to promote consistent access to essential medical services.
- Supervised and supported a team of support workers to ensure high-quality care and services.
- Conducted regular team meetings and training sessions to enhance staff skills and knowledge.
- Managed client budgets and ensured effective use of resources.
- Collaborated with healthcare professionals to develop and implement individualized care plans.
- Provided crisis intervention and support to clients in emergency situations.
- Developed and implemented individualized support plans to meet residents' needs

Client Service Officer, 04/2024 – 15/12/2024

Department Of Community and Justice – Sydney, NSW

- Maintained detailed records of all client interactions, ensuring accurate information was available for reference during future engagements.
- Maintain accurate data and record keeping in Homes, Trim and tracking spreadsheets.
- Consistently assess client applications according to eligibility criteria and draft written recommendations for team leader review and endorsement.
- Collaborated closely with internal teams, such as operations and finance, to ensure timely processing of clients' transactions and compliance with regulatory requirements.
- Facilitated timely resolutions of client concerns, minimizing potential negative impacts on the business relationship.
- Supported Family, Youth and Housing projects with advanced skills in document management, customer relations and reporting.
- Manage client information to ensure confidentiality, accuracy, and integrity and directly deal with clients with complex support needs in their home and in the field.

Supervisor, 07/2021 - 05/2023

Histopath Diagnostic Specialists – Macquarie Park, NSW

- Applied strong leadership talents and problem-solving skills to maintain team efficiency and organize workflows.
- Handled customer complaints, resolved issues, and adjusted policies to meet changing needs.
- Evaluated employee performance and coached and trained to improve weak areas.
- Maintained compliance with company policies, objectives, and communication goals.
- Worked with the management team to implement proper division of responsibilities.
- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.
- Developed training, task and process guidelines and communicated clear and concise directions to employees.
- Conducted routine inspections of incoming materials to check quality and compliance with established product specifications.
- Oversaw daily operations of the department, ensuring smooth workflow and timely completion of tasks.
- Facilitated collaboration between team members on projects requiring cross-functional expertise for successful outcomes.

Assistant in Nursing, 05/2021 - 10/2022

Lansdowne Garden – 11 Mann's Avenue, Neutral Bay NSW 2089

- Assisted clients with daily living needs to maintain self-esteem and general wellness.
- Assisted with feeding and monitored intake to help patients achieve nutritional objectives.
- Assisted with transferring and positioning clients, ensuring proper body mechanics to reduce the risk of injury for both parties.
- Engaged patients in meaningful conversation, socialization, and activity while providing personal care assistance.
- Planned, prepared, and served meals and snacks according to prescribed diets.
- Supported clients with mental support and physical activities to accomplish quality of life and sustain needs.
- Monitored and assisted residents through individual service plans.

EDUCATION

Bachelor: Community Services: 03/2024

Stotts College - Sydney, NSW

Certificate III: Individual Support and Disability: 02/2020

Ambition Training Institute - Campsie, NSW

Diploma: Leadership and Management: 04/2019

Crown Institute of Business and Technology - Sydney, NSW

CERTIFICATIONS

- First Aid
- CPR
- WWC Check
- NDIS Screening Check
- National Police Check
- Driving licenses

REFERENCES

❖ **Gaurav Neupane**

Team Leader (Dynamic Support Services)

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❖ **Yadav Lama**

Senior CSO Redfern Tenancy (DCJ)

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❖ **Kulchandra Adhikari**

Manager (Histopath Diagnostic Specialist)

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