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# SUSHMITA WAIBA CHAUDHARY

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Carlton, NSW 2218 ♦ 0405572325 ♦ sush.waiba01@gmail.com

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## PROFESSIONAL SUMMARY

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Healthcare professional with extensive experience in providing compassionate care and support. Known for strong focus on teamwork and achieving results in dynamic environments. Effective in delivering personal care and fostering trust. Organized and compassionate candidate successful at managing multiple priorities with a positive attitude. Years of experience providing support with social and emotional growth to elderly individuals and people living with dementia.

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## EDUCATION

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**Masters of Social Work:** Qualifying, 06/2022

**Australian College of Applied Psychology** - Sydney, NSW

**Post Graduate Diploma:** Counselling Psychology, 12/2018

**Tri-Chandra Multiple Campus**

**Bachelors of Social Work:** 12/2017

**Siddhartha Multiple College**

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## WORK HISTORY

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**Carer,** 11/2022 - Current

**Anglicare** – Sydney, Australia

- Keeping residents engaged in social networks and other activities for personal health and growth
- Enhanced quality of life for clients through personalized care plans tailored to individual needs.
- Collaborated with healthcare professionals to develop comprehensive care strategies for optimal patient outcomes.
- Provided emotional support to residents and their families, fostering strong relationships built on trust and empathy.
- Built strong relationships with clients to deliver emotional support and companionship.
- Assisted with dressing guidance, grooming, meal preparation, and medication reminders.

**Administrative Assistant,** 04/2024 - 09/2024

**Anglicare** – Sydney, NSW

- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Maintained confidentiality of sensitive information by adhering to strict privacy policies and implementing secure filing systems.
- Assisted with human resources tasks such as updating employee files or submitting time-off requests per company policy guidelines.
- Assisted in onboarding new employees, providing training materials, and coordinating orientation schedules to ensure a smooth integration into the team.
- Support resident onboarding processes and general administrative tasks.

- Foster collaborative relationships with internal and external stakeholders.

#### **Lifestyle Carer, 01/2024 - 02/2024**

##### **Anglicare – Sydney, NSW**

- Collaborated with residents to identify interests and preferences, tailoring programs accordingly.
- Enhanced member satisfaction by implementing diverse and engaging lifestyle program.
- Developed and implemented comprehensive fitness and wellness programs to promote healthy lifestyles.

#### **Customer Relation Co-worker, 10/2020 - Current**

##### **IKEA Home and Furniture – Sydney, Australia**

- Providing customer service and involving in training new team members too
- Offering strong customer service skills, keeping customers satisfied
- Handling customer inquiries, answering questions, and resolving problems in a timely manner
- Developing a better understanding of the company's product offerings, creating greater enjoyment of the store's merchandise

#### **Assistant in Nursing, 07/2021 - 11/2022**

##### **Medical Staff – Bexley, Australia**

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### INTERNSHIP

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#### **Uniting Harris Community Centre (UHCC), Ultimo, Volunteer, 02/22 - 05/22,**

- Supporting the Centre coordinator to conduct volunteer and student registration, induction, orientation, training and support,
- Coordinating the ongoing Volunteer Recognition initiatives at the Centre., Supporting the annual Volunteer Recognition Award project., Acting as a source of information and mentorship for volunteers and fellow students,
- Maintaining and distributing capacity building and training resources,
- Working with staff and partners to establish and promote opportunities (e.g. internal and external trainings, professional development opportunities),
- Support the CHEX community gift cards pilot program implementation and development.

#### **CatholicCare Diocese of Broken Bay, Project Placement, 09/21 - 12/21,**

- Proposal for Homelessness Volunteer Program,
- Research and analysis, Literature Review, Australian and International Landscape of Volunteer Program,
- Program Design for Volunteers,
- Volunteer Management, and Recruitment,
- Project Management in the Human Services.

#### **James Milson Village, Milsons Point, 06/20 - 08/20,**

- Promoting community integration by providing extensive physical, emotional, and social support,
- Helping residents manage and reach individual goals, supporting independent progression and social skills.

#### **Suryodaya Nepal Drug and Rehabilitation Centre, Nepal, 03/18 - 07/18,**

- Counselling Session to AOD users,
- Motivational Program For AOD users,
- Facilitating Storytelling Sessions.

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### SKILLS

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- Time Management
- Client documentation

- MS office
- Interpersonal communication
- Work Health and Safety
- Multidisciplinary team collaboration
- Manual Handling
- Rapport Building
- Adaptable and flexible
- Basic Medical Knowledge

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#### CERTIFICATIONS

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- CHC33015 Certificate III in Individual Support, 2020
- HLTAID011 - Provide First Aid, 2023
- HLTAID010 - Provide basic emergency life support, 2023
- Medication Administration Licence, 2023

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#### LANGUAGES

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Nepali

English

Hindi

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#### REFERENCES

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**Yashoda Chhetri, Incharge Registered Nurse**

Anglicare, Sydney

Yashoda.chhetri@anglicare.org.au