

VIVIANA RODRIGUEZ CORREA

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ADDRESS: 19 LACY PL, MOUNT ANNAN NSW

PROFESSIONAL PROFILE

I hold qualifications in individual support Ageing and lifestyle and leisure complemented by hands on experience supporting clients with varying needs. I am passionate about promoting physical, emotional and social wellbeing through personalised care plans, therapeutic activities and consistent service excellent. My calm, respectful manner and ability to work collaboratively with teams make me a reliable and valued member in both care hospitality settings.

Engaged with different community members and collaborated with peers. Adhered to ethical standards, respecting clients' privacy and dignity. Provided daily care and supported elderly residents, ensuring their safety and well-being and maintained accurate records of residents' care plans and health updates.

I am also willing and eager to continue learning new skills that will help me grow professionally and provide even better support to those in my care.

SKILLS

- Effective interpersonal skills.
- Personal care aged care support
- Leisure and lifestyle program planning
- Ability to work independently and as part of a team.
- Knowledge of store policies and procedures.
- Attention to detail for health and safety considerations.
- Safe manual handling and infection control
- Helping them develop empathy and compassion towards others.
- MS Office suite (Excel, Word, PowerPoint)
- Lee Care Program
- Risk Assessments
- Best Medication Program
- Dementia and Alzheimer's Care
- Palliative Care PCC4U (Care worker toolkit)
- Hoist lifting and slings.
- Willingness to learn and grow professionally

EDUCATION

Certificate III- INDIVIDUAL SUPPORT AGEING, TAFE (2025)

Certificate III- COMMUNITY SERVICES, TAFE Campbelltown (2024)

Certificate III- ADM. BUSINESS MEDICAL, TAFE Campbelltown (2021)

Certificate III – FLORISTRY

First AID AND CPR Certificate

NDIS Worker Screening Check (NDISWC)

Working With Children Check (WWCC)

PROFESSIONAL EXPERIENCE

**STEP BY STEP CARE, Dec 2024 – current [Mount Druitt & Campbelltown]
National Allied Health & Support Services - Casual
Role: Support Worker**

Duties and Responsibilities:

- Client focused care in home and community settings
- Ensure that I do whatever it takes to bring peace of mind to our clients and their families
- Assists clients with activities of daily living: healthy meal preparation, personal care, light housekeeping, errands, companionship, transportation, etc.
- Meets safety standards, using equipment safely and accurately
- Provides premium care approach to clients and their family members
- Responds to Care Services Center (CSC) Team regarding scheduling inquiries and updates within the agreed timelines
- Reviews the care plan prior to all visits, completing records accurately and completing all tasks as requested
- Engages in open communication with my Care Designer when opportunities to elevate your client's experience and care are identified
- Updates availability and leave requests (as per stated expectations) with HR to ensure continuity of care for my client
- Knowledge and understanding of basic infection control principles

CARRINGTON CARE (Hotel Services) – Grasmere 2570

Jun 2024 - Current

Conduct Hotel services tasks to ensure a clean and safe living environment in offices and for ageing individuals

GEORGE HALL, Oct 2024 – Nov 2024 [Liverpool]

Role: Care Services and Age Care (Work Placement)

Duties and Responsibilities

- Supported an elderly client with activities of daily living, including grooming, meal preparation, and mobility assistance.
- Monitored health conditions and communicated changes to healthcare professionals.
- Created a warm and trusting relationship with the client and family members.
- Vital signs and patient monitoring
- Assisting clients with daily tasks such as bathing, dressing, grooming, and toileting.
- Helping with mobility, including transfers, walking, or using wheelchairs.
- Assisting with feeding, if necessary.
- Ensuring hydration and monitoring dietary intake.
- Experience in tracking vital signs and observing changes in physical and emotional health.
- Strong ability to engage with elderly clients and address their unique needs with respect and empathy.
- Proficient in meal preparation, housekeeping, and ensuring a clean and safe environment.
- Encouraging participation in social activities and community events.
- Team Collaboration and comfortable working alongside medical staff and care services to provide holistic care.
- Recognizing and addressing risks such as abuse or neglect.
- Attending training and staying informed about best practices in aged care.

BIG YELLOW UMBRELLA – Narellan 2570

Jan 2024

Facilitated a healthy environment where parents and kids can express their concerns. Play with kids to support their development in a safe environment.

Australia Post Delivery Officer – Smeaton Grange 2570

Sep 2021 – March 2023

Duties

Ensure the safe and efficient transport of products and materials to designated locations. This includes loading and unloading packages onto transport vehicles, ensuring they are properly secured, and delivering them to the intended customer. I also liaise with customers to arrange delivery times and provide them with tracking information. Additionally, I must inspect items for damage and report any discrepancies, as well as accurately document deliveries. Also, to ensure that all safety regulations and guidelines are followed and maintained a neat and organized delivery area.

Responsibilities

- Maintain a high standard of work.
- Strong memory recall and hand/eye coordination abilities.
- Check addresses, and correct addresses and make new labels and redirection parcels.

- Sorter parcels depending on the suburb, state, and international location.
- Call customers and fill in enquiries.
- Friendly, reliable, and considerate personality.
- Excellent interaction with other co-workers.
- Follow company policies and procedures.
- Perform other tasks as assigned.
- Maintain a clean and organized work environment.
- Identify and report any discrepancies or issues with parcels.
- Provide prompt and courteous customer service.

Automatic Solutions (Colombia)

March 2006 – June 2009

Administrative Assistant

Duties

Provide administrative support to the organization by performing a variety of administrative and clerical tasks. These included answering calls, filing documents and records, assisting with special projects, managing multiple calendars, preparing reports, scheduling appointments, and organizing and managing documents for the office.

Responsibilities

- Maintained office scheduling and event calendars.
- Composed, typed, and distributed daily reports and routine correspondences.
- Collected and coordinated the flow of internal and external information.
- Managed office equipment and office space.
- Established the administrative work procedures for tracking staff's daily tasks.
- Performed various administrative duties such as operating phone systems, faxing, copying, printing, scanning, and mailing.
- Inventoried and ordered supplies and processed purchase orders and requisitions.

INTEREST

I have a passion for Community Service. My hobbies are Floristry, reading, cooking, learning new things and family gatherings.

LANGUAGES

English – Spanish

REFERENCES

To be provided upon request.
