



Personal Statement

Highly energetic, self-motivated, empathetic and friendly team performer with 20 plus years' experience in providing high quality customer service, hospitality, administration, healthcare support and community work, Can-do attitude with passion to help people. Practical and capable lifetime learner.

Key Skills and Strengths

- Excellent communication and confidential
- Relationship building and management
- Empathy, listening, flexible and adaptable
- Relatable to people of various backgrounds
- Time management and meeting deadlines
- Integrity and attention to detail
- Microsoft Office Suite
- Financial and general office administration
- Event planning and organising
- Life coaching and mentoring
- Training and development
- Caregiving and support services

Employment History

Administration Experience

- **Office and Field Manager** - Asset Cleaning and Property Services **Oct 2020 - Dec 2020**
Office managing, Human Resources, Auditing & CRM database. Overseeing Careerforce training
- **Office Administrator** | Hutt Valley District Health Board, Lower Hutt **Nov 2010 – Nov 2014**
 - Hutt Valley Service Coordination 65+ age
 - Hospital, client and family referral data entry
 - Answering phone queries and dealing with incoming phone calls
 - Dealing with incoming and outgoing correspondence
 - Handling administrative requests from team members
 - Keeping administrative records and client files
 - Administering manual and electronic filing systems
- **Office Administrator** | Knox Presbyterian Church, Lower Hutt **Sept 2008 – Sept 2010**
- **Office Administrator** | Sign and Display, Lower Hutt **Sept 2004 – Sept 2006**
 - Financial administration and accounts officer duties including banking and cash handling
 - MYOB business accounting and payroll administration
 - Client and general file management, record keeping
 - Diary management, minute taking
 - Ordering office supplies, newsletter publication and marketing
 - Reception duties including processing customer enquiries, answering calls and customer services
 - Courier, mail and general wider office support administration

Healthcare Experience

- **Community Support Worker** | Whaioranga Trust, *Tauranga* **Apr 2020 – July 2021**
Supports values and practices for the total wellbeing of whānau, hapu and iwi, including mental health, addiction support and counselling support services
 - Support worker involving personal care, hoisting, home support, client companionship, record keeping and liaising with clients' families/whānau

- **Support Worker** | June and Megan Burney, *Wellington* **Nov 2018 – Oct 2019**
 - Mentor and assistant for client with ADHD and for her disabled adult daughter
 - Organised and decluttered client's home
 - Companion and motivator for client/s daughter

- **Healthcare Assistant** | Hutt Valley District Health Board, *Lower Hutt* **Oct 2018 – Oct 2019**
- **Home Support Worker** | MetLife Care, *Wellington* **Jul 2018 – Sept 2018**
- **Community Support Worker** | Whaioranga Trust, *Tauranga* **Oct 2016 – Aug 2018**
- **Community Support Worker** | SILC Ltd, *Tauranga* **Jun 2017 – Jul 2017**
- **Support Worker** | Ryman Healthcare, *Tauranga* **May 2017 – Jul 2017**
 - Providing quality health care applying a working knowledge of health care legislation
 - Caring for adult including elderly clients with mental health, dementia and special needs conditions
 - Personal care, meal preparation and record keeping
 - Coaching, encouraging and mentoring clients to achieve their goals and potential
 - Applying health and safety policies and procedures

Hospitality Experience

- **Side Kickers** | *Tauranga, Hamilton*
Served alcohol or food at functions in Tauranga summer season for concerts 2019 **Dec 2019 - current**
Ticketek also functions and sports games. Casual jobs advertised for functions
- **Host Responsibility Certificate** | Serve Wise, *Tauranga* **Dec 2019**
- **Café Assistant** | *Hope Centre Church, Lower Hutt*
Monthly part of the catering team to assist in preparing food to 150 people each Sunday **2017-2019**
Part of hospitality team for churches and community functions for many years
- **Spotless Catering** - *casual on-call cashier at Westpac Stadium Wellington for concerts and events serving food and drinks* **2008-2015**
- **Kitchenhand** | *Bellyful cooking co-ordinator, Lower Hutt. We prepared monthly cooking meals for new parents 60 meals at a time* **2012 - 2014**

Volunteering

- **Team Member at Curate Recovery Group for addictions** | Curate Church Mount Maunganui **2020-2021**
- **Café Assistant** | *Hope Centre Church, Lower Hutt* **2018-2019**
- **Food Bank Assistant** | *Empowerment NZ, Te Puke* **2017**
- **Customer Assistant** | *Habitat for Humanity Restore op shop, Tauranga* **2015-2018**
- **Kitchenhand** | *Bellyful cooking co-ordinator, Lower Hutt* **2012 - 2014**
- **Leader / District Coordinator** | *Girl Guiding NZ, Pencarrow District, Lower Hutt* **2006-2013**

Professional Development

- **Host Responsibility Certificate** | Serve Wise, Tauranga **Dec 2019**
- **Toi Ohomai Computer training** | Tauranga **2019**
- **Workplace Wellness** | Tauranga **2018**
- **Fresh Perspective Mentoring** | 10 hour course, **Te Puke Church** **Aug 2016**
- **Momentum Life Coaching** | Foundation and Advanced Tauranga **2015**
- **TUF Thriving Under Fire (dealing with difficult customers)** - Lower Hutt **2014**
- **NZ Certificate in Computing Level 2 & 3** | Te Wananga o Aotearoa Lower Hutt **2003**

Referees

Jules Walker Community Response Coordinator

Whaioranga Trust Kaupapa Maori Health & Social Services | 531 Welcome Bay Road, Tauranga

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E: jules@whaioranga.co.nz

Sue Hadfield - Recovery group team coordinator Curate church Mount Maunganui
Phone 027 6956630

Viv McLauchlan - counsellor/friend/character reference Ph 021 177 4409