

# MARK BROWN

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## EXPERIENCE

### **2025 - STUDENT FIELD PLACEMENT COORDINATOR & EDUCATOR, SOUTHERN CROSS INSTITUTE & EXCELSIOR COLLEGE**

- Same duties as outlined in Student Field Placement Coordinator – please refer ACU below (2018).

### **2022 – 2024 - HEAD OF DEPARTMENT – QUALITY, SAFETY & RISK HAMMONDCARE HEALTH AND HOSPITALS**

Worked as part of the HammondCare Health Executive to meet the strategic goals of the organisation.

- Supported the Enabling portfolios in understanding the effectiveness of the operations of their services, alignment with the Mission and Mission in Action and the ongoing trends whilst maintaining relationships with stakeholders to identify and implement quality improvement projects based on feedback and audit results.
- Facilitated internal review processes against each service's quality framework and monitored the progress against each service's improvement plan.
- Undertook investigations, reviews and audits as scheduled or triggered by changes in service delivery. Investigated and responded to Health Care Complaints Commission (HCCC) serious incident requests and led, participated in and reported in Serious Adverse Event Reviews (SAERs) and critical events within the health care system
- Monitored and analysed data in relation to incidents, identified risks and quality activities to support the business to make data-led decisions and understand the trends occurring within the service to provide leadership and recommendations to stakeholders.
- Support the portfolios to meet the requirements for Hospitals Accreditation.
- Work with the Feedback team and provide advice and assistance to ensure complaints were managed in a sensitive, intelligent and measured way
- Ensure that the Quality Frameworks and Audit Schedules were monitored and maintained
- Facilitated regular customer feedback exercises in each service and ensure the results are acted upon
- Played a lead role in the implementation of education program for continuous quality improvement
- Partner with relevant Managers, Health, Safety and Wellbeing Coordinators and other team members as required to ensure the successful implementation and maintenance of systems designed to ensure a safe working environment

### **2019 – 2022 - SOCIAL WORKER – REHABILITATION, PALLIATIVE CARE & MENTAL HEALTH, HAMMONDCARE HEALTH & HOSPITAL**

*In addition to the core competencies of social work outlined below I have:*

- Undertaken quality improvement activities:
  - Developed the HammondCare Social Work student learning manual.
  - Streamlining the HammondCare NDIS process.
  - Led a project on patient length of stay and the impact that social work extended intervention has on this.
- Experience chairing multi-disciplinary and social work team meetings.
- Supervision of social work students on placement.
- Organised curriculum for social work students on placement (undergraduate and masters qualifying).
- Exercised independent professional judgment when solving problems and managing cases where principles, procedures and techniques required expansion, adaptation or modification.

**2018 – 2019 - SOCIAL WORKER - GERIATRICS, ROYAL NORTH SHORE HOSPITAL**

- Maintained a large caseload of patients across multiple wards, whilst working within a medical model. Empowering and assisting patients to self-advocate or ethically advocating on their behalf by consulting with other health care professionals and service providers regarding the psychosocial care of specific clients.
- Performed psychosocial/risk/needs assessments for medically complex patients to evaluate and address individual client needs and concerns and then coordinate care to deliver comprehensive case management services.
- Coordinated and facilitated family meetings to provide education and support to patients with complex health/social issues to determine what services would best address their needs for a safe discharge and reduce multiple hospital readmissions and then develop a discharge plan.
- Referring patients to appropriate community resources to accelerate their access for mental health treatment, emotional support, practical concerns, socio-legal assistance, spiritual concerns and household support.
- Coordinating National Disability Insurance Scheme (NDIS) and MyAged Care Access and working alongside non-government organisation providers to ensure best patient outcomes.
- Counseled and prepared patients for their transition back into the community or residential aged care facility and developed workable solutions for recurring problems for individuals and families.
- Supported patients and families with end-of-life counselling, bereavement counselling, crisis intervention, and resource management.
- Maintained thorough case history records and written detailed reports.
- Maintained confidential case documentation.

**2018 - STUDENT FIELD PLACEMENT COORDINATOR & EDUCATOR, AUSTRALIAN CATHOLIC UNIVERSITY**

- Developed and enhanced student placement framework to individualise student placement opportunities to align with student interest, areas for development and expectations.
- Developed processes to support the placement framework and developed mechanisms for monitoring each student's placement experience
- Developed a strong foundation of networks of social supervisors across NSW Health, non-government organisations, primary care and research facilities.
- Provided supervision, supported and advised students on academic paths and questions regarding course content, and developed interesting field education learning objectives to meet academic, intellectual and social needs of students.
- Performed student background reviews to develop tailored field education learning based on student needs and used a variety of teaching techniques to encourage student critical thinking, reflection and discussion in the Social Work course.
- Led students in discovery exercises and offered personalised support to individuals in need of extra assistance.
- Developed and implemented skill-building activities for students focused on advocacy, social policy and ethics.
- Provided feedback on a student's individual actions, behaviors and verbal responses, and if needed established and enforced guidelines for behavior and procedures for maintaining professionalism.
- Compiled and produced documents and reports and provided continuous evaluation of program operations as compared with established parameters.
- Developed and maintained effective frameworks, standards and requirements.
- Collaborated with project leaders and stakeholders to accomplish objectives.

**2016 - POLICY ADVISOR (QUALITY IMPROVEMENT - CHILD PROTECTION), YMCA NSW**

- Completed in-depth research into current YMCA policies and procedures and evaluated employees to assess security and compliance to fully understand existing conditions.
- Identified and reviewed roadblocks to communication delivery through interviews with children, parents and staff.

- Authored a detailed report explaining policy actions and impacts, and developed proposals, roadmaps, reports and resolutions for each potential improvement.
- Presented the findings to the current legislative stakeholders: YMCA senior board, The Australian Childhood Foundation, NSW Child Advocate, The Royal Commission into Institutional response to Child Sexual Abuse.
- Assisted with the development and implementation of grassroots efforts to support these policy changes.

#### **2008 – 2013 - RETAIL BUSINESS OWNER**

*This role coincided with my state sales management appointment. I owned multiple telecommunication stores prior to retraining as a social worker.*

#### **1991 – 2007 - STATE SALES MANAGER, SINGTEL**

- Managed recruitment, objective setting, coaching and performance management of sales representatives, managers and franchisees.
- Provided supervision, leadership and mentoring to a large sales team, and led ongoing quality improvement activities with staff.
- Trained staff members on proper sales techniques and monitored competition within assigned regions.
- Researched and analysed data and reports to determine the best sales strategies and then designed and implemented strategic business plans that expand the company's customer base to meet state objectives and sales-based targets.
- Monitored and evaluated product sell-through and performance metrics for individual retail stores to devise sales opportunities, identify problematic areas, and initiate remedial solutions.
- Coordinated and launched grand openings of new stores.
- Managed profit and loss to ensure profitability and was responsible for budgeting and reporting of the state.
- Led district conference calls with management teams to update and align sales objectives.
- Maintained visibility to uphold strong networks within the local market.
- Stakeholder management – both internal and external.

## **EDUCATION**

#### **2022 - MASTERS OF PUBLIC HEALTH / MASTERS OF HEALTH LEADERSHIP AND MANAGEMENT, UNIVERSITY OF NSW**

#### **2017 - BACHELOR OF SOCIAL WORK (HONOURS), WESTERN SYDNEY UNIVERSITY**

- **University Medal** Recipient.
- Dean's List Honoree 2014-2017.
- 6.7 GPA (92% avg grade). Ranked top 1% of students.
- Golden Key International Society member.
- Social Work Honours Thesis: Cultures of Abuse: Institutional responses to child sexual abuse.