

Social Worker / Team Leader/Registered Teacher

Bachelor of Arts (Political Science), Bachelor of Teaching, Bachelor of Social Work

*Service Delivery / Program Management / Case Management / Child Protection / Criminal Justice /
Relationship Building / Team Leadership & Training*

Academically trained as a Political Scientist, have contributed to policy development and implementation across diverse welfare sectors. Used other degrees in Social work and education to contribute as a seasoned and accomplished social worker/counsellor/team leader *and* educator (Registered Teacher) with over 24 years of experience, driving welfare related programs at senior levels in Commonwealth (Defence, Centrelink), State and NGOs facilitating interventions in child protection, managing high counselling caseloads and complex issues, while delivering ethical and quality service to a diverse client population, including five years with Department of Defence as a military counsellor/social worker/team leader. Contributed social work interventions in remote First Nations Communities in NT for over three years (Implemented Placed Based Services and SEAM programs).

Contributed in Statutory Child Protection in NSW and Tasmania, Indigenous communities (Remote NT) dealing with severe mental health issues, criminal offenders and refugees (Team Leader Darwin Immigration Detention Centre - Case Manager Manus Island). I excel in planning and implementing and leading projects and programs on a national scale and as a team leader, have regularly inspired teams toward common goals, achieving optimal outcomes on time, on budget and in accordance with all regulations and standards. Hold Additional experience as a Secondary School Teacher, with a focus on Humanities, English and Information Technology. Teaching experience consists of short-term contracts and relief teaching over a 23-year period interspersed with welfare/social work.

Areas of Expertise:

- Child Protection
- Counselling/Social Work (Including School) (USING FPS (FOCUSSED PSYCHOLOGICAL STRATEGIES)
- Registered Teacher Secondary (Tasmania)
- Team Building and Leadership
- Service Support/Service Delivery
- Program & Project Management
- Internal/External Relationship Building
- Issue Resolution/Problem Solving
- Analysis/Report Writing/Affidavits
- Staff Training, Coaching, Mentorship
- Monitoring Caseloads/Case Management
- Mental Illness/Mental Health Issues
- Negotiation/Communication

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Professional Experience

Centrelink/Services Australia Present

Senior Social Worker

- Deliver high-level social work support to clients facing complex issues such as family violence, mental health, homelessness, and crisis situations
- Conduct comprehensive psychosocial assessments and develop risk management strategies
- Coordinate referrals and advocate for clients to access appropriate services and supports
- Collaborate with internal teams and external agencies to improve client outcomes
- Contribute to staff training in areas such as trauma-informed practice and suicide prevention
- Lead and participate in service improvement initiatives targeting vulnerable populations
- Represent Centrelink in interagency forums and working groups
- Apply cultural sensitivity and adhere to legislative requirements and the AASW Code of Ethics

Anglicare Tas

Connections Coach August 2024 to February 2025

- Working collaboratively and closely with clients seeking housing solutions, using Advantaged Thinking processes to be able to sustain long term housing stability.
- Utilising existing networks in housing, emergency accommodation, medical and social welfare sectors, including internal, to assist clients in managing in times of personal stress.
- Working with databases to maintain accurate records of clients.
- Working collaboratively with other team members in order to deliver best outcomes for clients..

Catholic Education Tasmania

Safeguarding Manager Feb 2024

- Under the new Tasmanian Safeguarding legislation, responsible for ensuring Catholic Education Tasmania (CET) is compliant with the Framework and liaising with the Office of the Independent Regulator.
- Working closely with the Principals of 38 Catholic schools and delivering timely and expert advice on all matters related to child safety.
- Conducting investigations into inappropriate staff behaviour and submitting reports to the Regulator.
- Delivering internal education programs to CET staff concerning Safeguarding Framework and child safety.

Child Safety Services Tasmania

Child Safety Officer/Acting Team Leader (10/2018 to 2024)

Selected Contributions:

- Acting Team Leader Experience on multiple occasions
- I currently provide quality, timely and effective intervention and case management/team leading services within a multifaceted and complex child safety service delivery framework, working within Professional Practice Standards and using effective pre-planning, planning and time management strategies to manage large caseloads.
- I Establish and maintain effective partnerships with children, young people, their families and service providers, utilising a range of appropriate communication, collaboration and decision-making processes.
- I Successfully engage and work with children and young persons and their families to promote safety, stability and development of the child, and to strengthen family capacity. This includes directly guiding, encouraging and supporting the child and family while monitoring impacts and outcomes.
- Respond to and investigate reports concerning children at risk of harm and undertake detailed and complex assessments of the child and their circumstances utilising standard assessment and intervention procedures.
- Exercise legal delegations as an Authorised Officer.
- Prepare and present information and documentation for relevant court processes, such as preparing affidavits to support applications before the Magistrates Court.
- Work collaboratively with team members, managers and other specialists in the development and review of best interests plans related to strengthening families and promoting a child's safety, stability and development.
- Develop plans, compile reports and accurately update and maintain client information, both written and electronic, to a professional standard.
- Participate in consultative processes with team members to improve workplace health and safety and observe the safe work practices, including procedures, guidelines and policies.

Department of Education Northern Territory/ Catholic Care Tasmania/Centacare Albury NSW

School Counsellor 2018

- Offered counselling to primary and Secondary school students in remote **Northern Territory/Hobart Tasmania and Albury NSW (NT Schools, Catholic Care Hobart and Centacare Albury NSW across a period 2018 to 2023)** on short contracts. Liaised with education staff and external organisations to enable best possible interventions for students. assessing individual children, including those with disabilities
- worked with children and adolescents who had difficulties in learning and/or behaviour
- counselled children and adolescents who had mental-health and/or behaviour issues
- interviewed and worked with parents and teachers
- engaged in preventative and proactive programs in schools with children, teachers and parents
- researched the needs of children and adolescents
- participated in up-to-date professional development

Teaching Experience

Additional experience as a **Secondary School Teacher (English and SOSE/Humanities)** interspersed with welfare positions since 2000 across various schools in Tasmania as well as **Director of English Studies** at Heilongjiang University in China.

Relief teaching at Huonville Primary, Huonville High School, Dover Regional School and **St James College Cygnet on short term contracts and relief teaching**. Managed classes of up to 30 students, creating engaging and inclusive lessons as well as aiding students to understand difficult course concepts and succeed academically. Communicated with parents, students, and faculty to improve the learning experience.

Department of Justice, Community Corrections

Probation and Parole Officer (10/2016 - 6/2017)

Showcased a strong understanding of client needs blending compassion and knowledge of psycho-social model to recommend interventions regarding education, mental health, and counselling. Modelled pro-social behaviours, enforced court orders, and linked clients with external services using Case Management Model to aid in managing drug and alcohol use. Completed EQUIPS facilitator training.

Selected Contributions:

- Performed well in a fast-paced environment, managing multiple clients, while ensuring all client needs were met while delivering timely probation and parole reports.
- Prepared complex reports to Magistrate and Supreme Courts under strict deadlines while maintaining accuracy.
- Successfully delivered up-to-date service to offenders by applying research and analysis skills to pinpoint academic and criminogenic trends.

Department of Defence, Anglesea Barracks

Defence Social Worker/Military Counsellor/Team Leader (8/2011 - 8/2016)

Performed comprehensive assessments and interventions for Australian Defence Force (ADF) personnel and their families. Wrote statutory reports, provided general and targeted counselling utilising numerous methods and used educational credentials in training of military personnel. Focused on mental health assessments including suicide ideation identification and referral to appropriate services and agencies when required. Team led on Bereavement Services Team to coordinate services and support families and performed grief and loss counselling with all family members. Organized and maintained complex database systems, ensuring ease of accessibility.

Selected Contributions:

- At the senior APS 6 level, directed teams including ADF military members, administrative staff, and Family Liaison Officers (FLOs) at various ADF bases across Australia on a FIFO arrangement with Anglesea Barracks as my base.; offered guidance and mentorship to team members to achieve short and long-range objectives.
- Achieved all objectives by managing different Defence offices and ensuring completed tasks within budgetary limits.
- Managed a large counselling case load of approximately 120 refugees in detention (Secondment to Manus Island), effectively managing time to facilitate the administrative and human needs of each case.
- Travelled to multiple Australian military bases as specialist FIFO counsellor to provide social work services and handle a range of issues, including counselling school aged children, experiencing difficulties with education.
- Counselling ADF members i.e. Relationship, general and group counselling
- Coordinated programs specific to mental and emotional well-being/resilience.
- Grief and Loss counselling
- Enhanced the performance of ADF officers by training them on delivery of notifications of military deaths.
- Steered community development projects, managing resources, teams, monitoring progress, and ensuring results are optimal, and in alignment with standards and expectations.

Manus Island Detention Centre, PNG

Case Manager | Counsellor (Secondment from Defence)

Managed caseload of up to 50 asylum seeker detainees on Manus Island providing education, trauma counselling, and assessments. Serviced clients across a range of cultural, religious, social, and linguistic backgrounds. Maintained adaptability and flexibility in a high-stress, remote environment with occasional dangerous situations. Showcased skills in negotiations, conflict resolution, communication, and mediation between multiple stakeholders.

Selected Contributions:

- Aided clients in coping with incarceration by applying expertise and insight to develop trauma counselling activities and strategies.

Centrelink, Katherine NT

Social Worker | Community Development Officer | Project Manager | Team Lead (4/2009 - 8/2011)

Served on management team at APS 6 level, assessed customer needs, strategized cases, and represented company at community and government meetings. Interfaced with Indigenous customers to deliver social work services. Trained staff on Federal government welfare initiatives including homelessness indicator training. Wrote reports involving high-level analysis of social policy issues and application to local contexts.

Selected Contributions:

- Implemented two new pilot programs (SEAM and Place Based Services) in remote desert locations in the Northern Territory, leading to national roll out.
- Awarded Australia Day Award for excellence in customer service related to program implementation.
- Directed teams of up to 7 individuals on remote trips to live in communities, presented outcomes, analysed program results and recommended future improvements; selected as one of seven social workers out of a total 600 to serve the Department of Immigration, supervising case workers in asylum seeking detention centres nationwide.

Department of Immigration and Border Protection NT

Team Leader (Secondment from Centrelink)

Served on management team in Immigration Detention Centre as a team leader of case managers, assessed asylum seeker needs, strategized cases, and responsible for formal notifications of refugee status to clients and then explaining rationale. Wrote complex reports involving analysis of detainees behaviours, health, mental health and education needs of children of asylum seekers.

Department of Community Services (DoCS NSW), Albury

Statutory Child Protection Practitioner (9/2006 - 4/2009)

Provided management at various centres across the country and completed formal supervision training. Completed assessments using risk of harm frameworks and wrote affidavits for presentation at children's court. Gained and applied experience across OOHC, early intervention, and intake/response teams. Built positive relationships with community and law enforcement agencies.

Education and Credentials

Bachelor of Arts in Political Science, Public Administration, Introduction to Law, Torts University of Tasmania

Bachelor of Teaching, Secondary | University of Tasmania

Bachelor of Social Work | La Trobe University

Security Clearances: Negative Vetting Level 1 security clearance (Previously Secret) | Australian Public Service Grade 6 Top Range | Australian Government Security Vetting Agency (AGSVA) Security Officer

Professional Associations

MAASW (Australian Association of Social Workers)

Teachers Registration Board of Tasmania

Community Leadership

Justice of the Peace

Church of Jesus Christ of Latter Day Saints Community Volunteer Activities

AFL Umpire of Junior Events on a Volunteer basis in NT outback Indigenous Communities