TRACEY-LEE HUGHES

0420 396 384

tlee.ryan20@gmail.com

8 Bellongia Street

Mango Hill 4509

JOB COACH

**SKILLS**

PROFESSIONAL

Editing capabilities

Excellent Researcher

Proficient Communicator

Negotiation

Scheduling

TECHNICAL

Microsoft Word

Microsoft Excel

Xero Software

**EXPERIENCE**

JOB COACH – DISABILITY EMPLOYMENT SECTOR
ATWORK AUSTRALIA | AUG 24 - CURRENT

* Encourage and motivate participants through appropriate activities to find their own employment
* Building relationships with local employers to source job opportunities for our clients
* Reverse marketing clients to employers
* Placing participants in sustainable employment
* Ensuring all activities are appropriately recorded, documented and adheres to compliance and contractual obligations

OSHC YOUTH EDUCATOR - SENIORS
HELPING HANDS OSHC | DEC 23 - CURRENT

* Effectively supervising children in care, whilst also following the daily program
* Building relationships with children 4 – 12 and their families
* Complete other day tasks as rostered such as general cleaning, food services, observations and reflections
* Plan activities based on children’s interests and suggestions for after school care
* Monitor and report all at risk behaviours of children to directors
* Follow the “ Berry Street” model of communication with children

OPERATIONS ASSISTANT/ CSO

SCHOOL PLUS/OUR PATCH | JUN 23 – NOV 23

. Manually maintain & navigate the child management system, OWNA

. Complete daily Child Attendance if all Our Patch OSHC programs to ensure child safety requirements are upheld

. Work closely with educators, patch leaders and families to ensure all programs run smoothly and systems are adhered to and are effectively communicated

. Enrol new students, set up CCS and maintain billing cycles for parents, caters and families

. Participate in daily weekly, monthly and quarterly meetings to ensure relationships within the company are

OSHC YOUTH EDUCATOR
PCYC OSHC | Sep 22 – Jun 23

* Effectively supervising children in care, whilst also following the daily program
* Building relationships with children 4 – 12 and their families
* Complete other day tasks as rostered such as general cleaning, food services, observations and reflections

FUNERAL DIRECTOR / UNDERTAKER
ALEX GOW FUNERALS | May 21 – Sep 22

* Conducting funeral services with the assistance of other staff members
* Arranging pre-paid and pre-arranged funerals
* Assisting with the transfer of the deceased from place of death

WELLNESS OFFICER / CONTACT TRACER
MEDIBANK / WEPLOY (CONTRACT) | May 20 – Feb 21

* Remote contracted position, working from home covering the Western Sydney
* Phoning known Covid Positive Patients, checking up on their mental and emotional well-being while offering any further assistance or linking with other services
* Working within the Citrix Program and Microsoft Teams

CLIENT ADVOCATE
ATTUNE HEARING NAMBOUR | 2020 – May 2021

* Liased with various Government Agencies such as NDIS, SCUH, DVA, Medicare to assist in patients care.
* Negotiate new clients to fill Audiologists diaries appropriately.
* Filed confidential client information efficiently & controlled stock in clinic.
* Provided a professional service at front of clinic on the phone, face to face and via email as the clinic initial point of call.
* Capture statistics and prepare weekly reports on business progress

**EDUCATION**

Diploma Mindfulness
Centre of Excellence 2020

**CERTIFICATIONS**

Working with Children Blue Card (P)

NDIS Screening Card (Yellow)

First Aid & CPR

**EXPERIENCE** (CONTINUED)

SOLE TRADER
DIRTY DOG HYDROBATH | 2018-2020

STUDENT SERVICES & ATTENDANCE OFFICER
CLONTARF BEACH SHS | 2013 (CONTRACT)

LANGUAGES

ENGLISH
(Fluent)