**Alanna Perry**

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My career objective is to step into a role that is going to challenge and develop my current skills. What I offer is a strong work ethic developed through dedication and commitment to the task at hand. I consider myself a leader with a defined skill set and practical knowledge. My education coupled with my work experience of providing strong leadership and working collaboratively supports my suitability for this position.

**EDUCATION:**

Bachelor of Justice, minoring in Behavioural Science (Psychology)

Majoring in Understanding Complex Trauma, Domestic and Family Violence and Youth Justice

Currently completing a Bachelor of Behavioural Science (Psychology)

**Queensland University of Technology**

**WORK HISTORY:**

**Footprints Community, Care Finder Program**

Care Finder – Brisbane and Moreton Bay North

October 2023 – current

* In consultation with clients, undertake holistic assessments and support planning to determine and document individual needs and access to supports that are client-led.
* Provide specialist and intensive assistance to help people in the care finder target population (senior Australians who need intensive support who could otherwise fall through the gaps) to understand and access aged care services and connect with other relevant supports in the community.
* Ensure that individuals are valued and respected and that supports aim to promote independence and client self-determination.
* Assertive outreach, including: Visiting clients in their homes, Engaging clients in different environments, and Providing informational outreach to service providers and the community
* Facilitate information sessions in the community to identify and reach vulnerable older people
* Meet with providers to arrange services, including: Calling providers to check availability, Attending meetings with providers, and Connecting with other relevant supports in the community
* Engage and build rapport with potential clients and other services
* Conduct high-level check-ins with clients on a periodic basis and provide follow-up support once services have commenced
* Support clients in understanding and connecting with required services, including My Aged Care, using warm referrals and monitoring client engagement
* Organize and participate in case conferences and interagency meetings in a collaborative and consultative manner, including: Actively participating in staff/team meetings, and Participating in community of practice meetings
* Promote Footprints programs and services and advocate for service options for the target group in the wider community by maintaining sound working relationships with partners and networks within government, non-government, and private sectors
* Undertake administrative functions, including: Maintenance of the client database, Maintaining a high standard of client files, and Fulfilling reporting requirements and data input activities
* Participate in the professional support and development of the Care Finder Program and engage in professional development
* Contribute to the ongoing development and evaluation of program practices, ensuring continuous quality improvement and compliance with the Program Guidelines and the Aged Care Quality Standards
* Provide culturally safe services
* Provide case studies where/when required
* Ensure client contacts and records are current and accurately maintained in the client management system
* In collaboration with the Program Coordinator, Care Finders, and other relevant external service providers, support and monitor the appropriateness and responsiveness of support services
* Promote Footprints programs in the community through sound working relationships with service provider networks

**Footprints Community, Working Together to Connect Care Team, Frequent Hospital Presentations**

Senior Recovery Facilitator – Brisbane North

November 2022 – October 2023

* Ensure the individual develops a comprehensive person-centred, strengths-based, trauma-informed needs assessment and support to develop an individually tailored recovery action plan, crisis management plans and a set of recovery goals to realise potential and optimise wellbeing.
* Provide recovery based non-clinical case management and coordination of care, with targeted psychosocial interventions and supports to enhance personal responsibility, increase self-determination and improve lifestyle choices.
* Co-design targeted interventions and strategies to build capacity for self-management of physical and mental health issues, with the clients, hospital and relevant community services.
* Facilitate access to the right combination of primary health care, assessment, treatment and specialist supports including emergency services.
* Provide individually tailored strategies for early identification and management of triggers or stressors that may lead to deterioration in a person’s wellbeing with increased presentations to Emergency Departments or Acute Care Services.
* Provide practical support to develop or increase day to day living skills that optimise potential for independent living in preparation for transition to secure, stable tenancy in the accommodation and community of their choice, and ability to manage a healthy home environment.
* Educate and coach to engage in harm minimisation strategies for substance use, access to resources and linkages to specialist alcohol and drug services and community supports.
* Provide guidance to build confidence in effective communication, problem solving and conflict management empowering the person to build their skills to manage issues that arise; provide resources for appropriate counsellors.
* Attend internal and external meetings, such as Case Reviews and Team Meetings.
* Collaborate with the Mental Health Hospital and Health Services community teams and bed-based services, Housing, Primary Health care providers and local service networks to develop and strengthen existing partnerships.
* Represent WTTCC and participate in networking activities, committees, working groups (internal and external to Footprints) to enhance knowledge and build capacity for sustainable referral pathways and relationships with other programs, service providers and agencies.
* Contribute to the collation and report on key performance indicators pertaining to the delivery of the program and required organisational reports as directed by the WTTCC & QCSS / CT Team Leader.

**Footprints Community, Recovery Wellness Program: Mental Health & Homelessness**

Senior Recovery Facilitator – Brisbane North

October 2021 – November 2022

* Participating and driving colocation meetings between RWP and TPCH
* Ensure the individual develops a comprehensive person-centred strengths based needs assessment and support to develop an individually tailored recovery action plan, crisis management plans and a set of recovery goals to realise potential and optimise wellbeing
* Provide specialised recovery based non-clinical coordination of care by providing targeted psychosocial interventions and supports with those who require complex needs and supports from a range of service providers.
* Provide recovery facilitation to individuals who have a lived experience of behavioural challenges/complex mental health history.
* The ability to identify and assess risk according to matrix’s developed by QLD Health and Footprints to ensure safe practice standards.
* Provide direct outreach support to clients in facilitating recovery goals to build capacity for self-management of physical and mental health issues, encourage greater stability in accommodation, enhance personal responsibility, increase self-determination and improve lifestyle choices.
* To offer expertise to case workers with the support and care of clients that might require mentoring and supervisory opinion to ensure best practice standards.
* Facilitate access to the right combination of primary health care, assessment, treatment and specialist supports.
* Provide individually tailored strategies for early identification and management of triggers or stressors that may lead to deterioration in mental state with unplanned presentation to Emergency
* Departments or Acute Care Services
* Educate and coach to engage in harm minimisation strategies for substance use, access to resources and linkages to specialist alcohol and drug services and community supports
* Provide supportive counselling to develop emotional regulation and build confidence in effective communication, problem solving and conflict management
* Refer to Intentional peer Supports and Group Based Peer Recovery Support Program where appropriate to offer peer support and mentoring to build self-efficacy, promote insight, and inspire to hope and to provide a role model of recovery in action as well as encourage greater social connection and access to specific peer led group/activities
* Attend internal and external meetings, including higher management committee meetings such as local working groups with Queensland Health.
* Collaborate with Mental Health Hospital and Health Services community teams and bed-based services, Housing, Primary Health care providers and local service networks to develop and strengthen existing partnerships
* Engage in effective communication and planned service strategies with our referring Mental Health Service (MHS) Clinical teams, providing timely and flexible responses to ensure the continuity of care and the provision of appropriate services and supports
* Support individuals to access and prepare for applying and accessing longer term services such as NDIS and or My Aged care
* Comply with reporting requirements by collecting, collating and communicating all relevant data to the appropriate internal and external stakeholders as required
* Ensure its quality practice function and best practice activities
* Provide opportunity and support to build self-efficacy, promote insight, and to inspire hope as well as actively participate in adopting a culture and language of hope and optimism
* Provide ongoing support and mentoring to individuals, carers and supportive others where needed

**Footprints Community, Recovery Wellness Program: Mental Health & Homelessness**  
Recovery Facilitator – Brisbane North  
August 2021 – October 2021

* Develop comprehensive person-centred, strengths-based needs assessments.
* Provide nonclinical psychosocial support in collaboration with various stakeholders.
* Facilitate access to primary health care, assessment, treatment, and specialist supports.
* Provide supportive counselling to develop emotional regulation and build confidence in effective communication.

**Redcliffe Magistrates Court, Department of Justice and Attorney-General**  
Court Service Officer (AO3) – Registry  
November 2020 – August 2021

* Shadow courtlink client meetings and discuss clients' mental health.
* Ensure court operations, including setting up and closing of court, clerking for Magistrate, and managing court-related programs.
* Engage with stakeholders at the registry counter and assist with lodging of QCAT and Civil paperwork.
* Manage court files, including Child Protection, Criminal, and Family and Domestic Violence Files.

**Brisbane Magistrates Court, Department of Justice and Attorney-General**  
Court Service Officer (AO3)  
August 2019 – November 2020

* Organise and run meetings, develop and publish court lists.
* Complete administrative tasks for Family and Domestic Violence, QDAC, and Children's Court.
* Provide administrative support to Magistrates and Court Registrars.
* Case manage Domestic Violence and QDAC files and liaise with external agencies.

**TRANSFERABLE SKILLS & STRENGTHS:**

* Strong work ethic and set of personal values that align with high performing teams;
* Knowledge and empathy when communicating with vulnerable people, stakeholders and team members;
* Personable character that is driven and determined to exceed client expectations;
* Passionate and accountable team player who thrives in collaborative environments;
* The ability to work within a fast-paced environment and ensure the work is completed at a high standard;
* Answer phones confidently and ensure the right information is provided promptly;
* Excellent interpersonal skills to develop and sustain productive working relationships within an organisation, clients and with external third parties;
* Consistent time management, organisational skills and ability to prioritise;
* Strong leadership and management skills;
* Working effectively, autonomously or as part of a team.

**PROFESSIONAL DEVELOPMENT:**

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| * Aggression training | * Working alongside vulnerable people |
| * Engage, Assess, Respond to, and Support Suicidal People | * Writing for Courts |
| * Critical Components of Risk Assessment and Management | * Change Management |
| * Working with Judges * Dispute Resolution | * Negotiations and Conflict Resolution |
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**REFERENCES:**

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| **Ana Garcia del Barrio** Coordinator, Footprints Community Manager Phone: 0491 135 473  Email: anab@footprintscommunity.org.au | **Jodie Kalen** Coordinator, Footprints Community Previous Manager Phone: 0432 590 529  Email: jodiekalen@outlook.com |