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**Resume of Amanda Killen**

**Address:** PO Box 3173, Maryborough QLD 4650

**Mobile Phone Number:** 0428 730 133

**Email:** amanda.killen@icloud.com

**Education:**

**University of Queensland, St LUCIA, BRISBANE 2009**

**Program Studied:** ***Bachelor of Social Science*** *(Major: Health and Society, Minor: Communities and Development)*

**Key Courses Studied**: Social Being, Health, Illness & Society, Developmental, Social & Clinical Psychology, Working the Indigenous People, Health and Social Justice, Health Promotion.

**Training:**

**Australian Colleges 2022**

**Course Studies: Certificate of Applied Copyediting and Proofreading**

**Key Areas:**

* Foundations of copyediting
* Foundations of proofreading
* Copyediting and proofreading as a business

**Institute of Business Excellence Pty Ltd, BRISBANE 2014**

**Course Studied: *Certificate IV in Training and Assessment***

**Currently certified to deliver the following courses:**

* Therapeutic Crisis Intervention
* Engaging Adolescents
* Circle of Security

**Employment:**

**Freelance Copyeditor and Proofreader**

**July 2022 - Current**

**Duties Include:**

* Academic copyediting for global journal submissions
* Academic proofreading of thesis’s
* Copyediting and proofreading for business, including newsletters, blogs, and annual reports

**Churches of Christ Care: Children, Youth and Families–FRASER COAST**

**Oct 2019–Oct 2022**

**Position:** Intensive Foster Care & Kinship Care, Team Leader

**Duties Include:**

* Recruitment of new staff, including induction process and ongoing training
* Facilitate effective and individualised supervision of staff
* Performance management for all staff
* Organising and facilitating team meetings
* Liaison with key stakeholders and attending networking and stakeholder meetings as required
* Allocation and monitoring of cases to Fostering Case Workers
* Facilitating professional case discussions with staff and stakeholders
* Quality checking and proofreading initial and renewal foster care assessments
* Participation in assessment panel meetings to discuss applicants’ suitability
* Accurate completion of monthly and quarterly reports
* Management of critical incidents and liaison with Department of Child Safety around these incidents
* Monthly file audit, including the preparation and dissemination of required follow-up tasks
* Organisation and facilitation of ongoing staff training
* Financial tracking and monitoring of program expenditure
* Calculating and providing accurate quotes to Department of Child Safety for ‘out of scope’ service delivery needs/requests
* Licencing compliance monitoring and reporting, including attending and taking part in quarterly performance meetings with funding bodies
* Backfill in the Service Manager position as required

**Churches of Christ Care: Children, Youth and Families–FRASER COAST**

**March 2016–Oct 2019**

**Position:** Supported Independent Living & Counselling and Intervention, Team Leader

**Duties Include:**

* Recruitment of new staff, including the induction process
* Facilitate effective and individualised supervision of staff
* Performance management for all staff
* Organising and facilitating team meetings
* Liaison with key stakeholders and attending networking and stakeholder meetings as required
* Lease management and acquisition of properties for the Support Independent Living program, including liaison with real estate and Property Services in head office
* Directing work of youth workers when client shifts are cancelled
* Facilitating professional case discussions with staff and stakeholders
* Accurate completion of monthly and quarterly reports
* Management of critical incidents and liaison with the Department of Child Safety around these incidents
* Monthly file audit, including the preparation and dissemination of required follow-up tasks
* Organisation and facilitation of staff training
* Financial tracking and monitoring of program expenditure
* Licencing compliance monitoring

**Churches of Christ Care: Children, Youth and Families–FRASER COAST**

**October 2013–March 2016**

**Position:** Fostering Case Worker

**Duties Include:**

* Conduct initial screening interviews with potential carers
* Organise, prepare and deliver pre-service training to prospective carers
* Conduct individual initial and re-approval assessments determining the ability of the carer/s to meet the requirements as outlined in relevant legislation and regulations
* Provide ongoing mentoring and support to foster carers
* Implementing and facilitating the Foster Carer Support Groups
* Organise and deliver training for carers actively using a variety of delivery methods to meet individual needs
* Address standards of care issues with foster carers
* Prepare legible and legally defensible case notes and other documentation as required
* Prepare monthly statistical reports in a timely and accurate manner
* Raise the profile of the service by representing the service in the community and taking part in networking and marketing activities
* Work collaboratively with stakeholders to ensure the best outcomes for children and young people in care are achieved

**Churches of Christ Care, Pathways–FRASER COAST**

**August 2013–Oct 2013 (8-week contract) and November 2014–February 2015 (12-week contract)**

**Position:** Acting Case Manager (Supported Independent Living)

**Duties Include:**

* Coordinate and connect young people with support to transition them out of care.
* Give clear direction to a team of youth workers and encourage feedback and suggestions regarding each young person’s needs and requirements for a successful transition.
* Actively engage in person-centered planning and implementation approaches–includes regular care plan meetings and house meetings involving the young people and their youth workers.
* Conduct relevant assessments and report as necessary.
* Accurately complete necessary reports and statistics.
* Effective liaison with Pathways staff, departmental staff and community organisations to ensure effective and tailored services are being provided to the young people.

**Churches of Christ Care, Pathways–FRASER COAST**

**March 2013–August 2013**

**Position:** Youth Worker (Supported Independent Living, Specialist Fostering & Assessment and Intervention Programs)

**Duties Include:**

* Promoting effective communication and relationship building with young people, other staff, Child Safety Officers, complementary community organisations and other relevant stakeholders.
* Work together with the relevant Case Manager to develop and deliver therapeutic interventions that will assist the child with complex issues such as grief and loss, making friends, feelings, keeping safe, etc.
* Encourage young people to identify and practice tools for understanding and managing their emotions (e.g., areas of art, recreation, journaling, and music).
* Assisting young people in their transition out of care by providing practical support and building a skill base around cooking, cleaning, budgeting, interpersonal interactions, etc.
* Continually monitoring own emotional state during sensitive situations.
* Accurate and timely completion of shift reports/ case notes and other relevant documentation (e.g. critical incident).

**Australian Red Cross–HERVEY BAY**

**November 2011–March 2013**

**Position:** Senior Employment Consultant/ Case Manager–Disability Management Services (DMS)

**Duties Include:**

* Communicating and relationship building with employers, community groups and clients
* Utilising a range of interventions specific to clients’ needs
* Identification of transferrable skills
* Developing action plans with clients and employers to develop vocational skills and assist in training needs
* Use of computer systems such as Employment Services System (ESS) and DENMAX as well as ECSN and Job Access
* Negotiating wage subsidies and work trials with employers
* Reverse marketing of clients to potential employers via phone, mail and face-to-face visits
* Supervision of clients in the workplace
* Conducting risk-assessments of workplaces for OH&S purposes in relation to work experience placements
* Organising workplace modifications if required
* Developing and utilising effective conflict resolution and mediation skills/abilities

**Centacare–LOGAN CENTRAL**

**December 2010–September 2011**

**Position:** Home and Community Care (HACC), Program Coordinator

**Duties Include:**

* Responsible for the provision of culturally appropriate HACC services.
* Complying with legislative requirements.
* Coordination of ongoing respite services.
* Staff supervision, mentoring and development.
* Facilitation of staff training.
* Conduct Ongoing Needs Assessments.
* Develop, implement and maintenance of Client Care Plans.
* Continuous liaison with families to ensure all client needs are and concerns have been addressed.
* Negotiation of staff rosters to sufficiently cover all shifts.
* Participate in Client Care meetings.
* Participate in developing appropriate and relevant policies and procedures.
* Negotiate brokerage agreements with various services.
* Participation in the ‘on call’ roster (one week every month).

**Connect2Group–CLEVELAND**

**October 2009–December 2010**

**Position:** Team Leader–Disability Employment Services, Employment Support Service (ESS)

**Duties Include:**

* Conducting staff performance reviews
* Training and development of consultants
* Facilitating regular team meetings
* Increasing organisational awareness by organising and attending appropriate events and community meetings
* Promoting staff professional development
* Training of consultants, including DEEWR contact and internal policies and procedures
* Developing mental health action plans in relation to employment goals
* Assisting clients to maintain their mental health
* Communicating and relationship-building with employers, community groups and clients
* Developing relationships with accredited training institutions and negotiating the delivery of specific training objectives
* Utilising a range of interventions specific to clients’ needs
* Developing and delivering specific vocational training programs designed for our target group
* Use of computer systems such as Employment Services System (ESS) and GEMMA as well as ECSN and Job Access
* Negotiating wage subsidies and work trials with employers
* Reverse marketing of clients to potential employers via phone, mail and face-to-face visits
* Providing on-site workplace support for clients with high-support needs
* Conducting risk assessments of workplaces for OH&S purposes and negotiating workplace modifications if required
* Transporting clients to interviews or workplaces
* Providing staff supervision
* Developing and utilising effective conflict resolution and mediation skills/abilities

**WorkDirections Pty Ltd, LOGAN CENTRAL**

**October 2004–March 2006**

**Position:** Compliance andQuality Coordinator / Internal Auditor–Job Services Australia and Job Network Contracts

**Duties Include:**

* Effective communication and successful relationship building with staff and government departments.
* Maintenance of national company records (created, updating & archiving).
* Vast knowledge and experience with the Employment Services Contract.
* Successfully achieving set targets.
* Performing quality site audits monthly to ensure contractual compliance.
* Gathering and implementing “best practice” ideas from top-performing sites.
* Conducting internal training on computer systems, company policies and contractual compliance.
* Conduct compliance reviews with Business Center Managers.
* Coordination of national weekly newsletter.

**WorkDirections Pty Ltd, BEENLEIGH**

**November 2002–October 2004**

**Position:** Employment Consultant/ Case Manager

**Duties Include:**

* Interview and assessment of job seekers and develop effective return-to-work plans.
* Communicating and relationship-building with employers, community groups and job seekers.
* Conduct site training and one-on-one sessions covering company policies and contract variations.
* Maintenance of confidential records (updating & archiving).
* Extensive knowledge of the local labour market and Job Network.
* Demonstrated experience using a range of interventions with long-term unemployed or disadvantaged job seekers.
* Successfully achieving set targets.
* Facilitating job searching workshops and training sessions.

**Short courses that have assisted with my professional development:**

* Mental Health Awareness
* Mental Health First Aid
* Effective Leadership–Knowing Your Management Style
* The Process of Interpersonal Communication
* Enhancing your Listening Skills
* Budgeting and Financial Management/Planning
* Understanding Anger
* Mad, Bad Sad–Working with Children with Trauma Background

**Referees:**

**On request**