

Address:
Contact numbers
Email

Resume

Jo Bloggs

OBJECTIVE

To secure a first Student Placement working with children and young people

CAPABILITY STATEMENT

Senior Teacher with highly developed self awareness, communication and interpersonal skills. Sound experience in working with youth in a variety of capacities including mentoring, coaching and informal counselling. Highly developed skills in empathising, attention giving, active listening; reflecting, paraphrasing, summarising, questioning and focusing. Enthusiastic, confident mature and positive with an excellent track record of success in all roles undertaken to date. Successfully developed, implemented and led mentoring and coaching performance programs for staff. Effective manager of teams and projects.

QUALIFICATIONS

Bachelor of Social Science (Counselling) Aust College of Applied Psychology Credit average Modules completed: Counselling Skills 1 and 2, Conflict Management, Social, Legal and Ethical Issues and Counselling in Loss.	2009 – Current
Master of Education Sydney University	2002 – 2004
Bachelor of Education University of NSW	1999 – 2001
Diploma of Teaching Polding College	1997 – 1999

KEY ACHIEVEMENTS:

- Designed, developed and led the pilot Peer Support Program for Northern Borders Schools Association
- Awarded 'Principals Award for Contribution to the School Community' prize
- Designed and implemented a marketing strategic plan that resulted in revenue growth of 20% in 12 months

- Selected by the school principal as the ideal person to chair parent and teacher committee on school bullying
- Received staff award for “Outstanding Contribution to Staff”

EMPLOYMENT:

St Martha’s High School
Kingsgrove NSW

2002 – Current

St Martha’s High is a year 7 to 12 Catholic High School

Social Science Teacher

Responsibilities

- Year 11 Coordinator
- Taught Social Science years 7 to 12
- Welfare committee member
- Peer Support Coordinator
- Teacher representative P & F committee
- Informal counselling, mentoring, coaching of both students and parents

Achievements

- Researched and implemented the Peer Support Program years 7 to 12 to alter the unsupportive culture of the student body
- Mentored the 2 School Captains and Vice Captains to achieve the agenda they had developed for this student body to make a difference in the world by charity fund raising
- Selected by the principal as the teacher representative to chair the School Bullying Committee of the P&F
- Informally counselled students regarding poor behaviour, achievement, attitude
- Informally counselled families of students with issues including those listed above
- Acknowledged by the President of the P&F for commitment to the school community
- Awarded ‘Principals Award for Contribution to the School Community’ prize

McFadden Marketing

Nov 2000 - Nov 2002

McFadden Marketing is a Direct Marketing company employing 45 staff

Marketing Manager – Finance sector

Responsibilities

- Led a team of 6 staff including recruitment, performance reviews, KPI setting, monitoring
- Developed and implemented the strategic marketing plan for the finance sector
- Researched, segmented and analysed the target market to assess opportunities for new business
- Developed and implemented targeted DM campaigns for key clients in the sector

Achievements

- Developed the strategy and played a leading role in achieving revenue growth increases of 20% per year
- Instrumental in improving staff engagement, loyalty and morale by introducing a staff survey to provide data and then analyse why staff turnover was so high
- In response to the survey results, implemented and led the Social Committee to improve staff morale through bringing some fun and connection to the workplace: Initiatives include group rewards eg Bridge Climb, long lunches, staff awards each month, bonus scheme negotiated with management to incentivise all staff
- Met with an underperforming staff member to investigate why performance was low. Developed an agreed performance improvement plan with a timeline for implementation and successfully mentored the staff member to above average performance results
- Developed and led an internal Telesales Coaching Program resulting in 15% productivity increase and 20% revenue increase
- Received staff award for “Outstanding Contribution to Staff” June 2001

Rolex Watches Australia

July 1998 - October 2000

Rolex Australia is a subsidiary of Rolex International employing 65 staff in Australia

Administration Officer

Responsibilities

- Team Leader for administration team of 4

- Coordinate all mail, faxes, couriers, travel bookings and container arrivals
- Oversee all import/export compliance paperwork

Achievements

- Promoted to Team Leader within 6 months of starting with the company
- Acknowledged by management for my calm and organised approach to all situations, regardless of how big a problem it is
- Mentored a Junior Administration Assistant to develop the skills she needed to be promoted
- Elected by staff as their representative on the Planning for the Future Committee
- Volunteered to be the OH & S Officer and conduct regular inspections of the site to identify potential hazards and make recommendations to staff members re ergonomics of workstations etc
- Volunteered to lead the social committee and create a calendar of social events for staff
- Suggested the Staff Xmas Party involve the families of staff members so we could meet them and spend some time together. Created the Rolex Family Fun Day – staff voted it the best Christmas function ever and raised \$500 for underprivileged children's charity

OTHER RELEVANT ACTIVITIES:

- Lifeline telephone counsellor 2000 – 2010
- Volunteer night support worker – Women's Refuge Movement 2006 – 2009
- Red Shield Appeal – Volunteer 2008 – 2010
- Mentor – *Young Love* Program: 1 hour per week youth mentoring program
- Fund raising for the Serendipity Committee NSW supporting breast cancer for country patients and families. Committee member for 4yrs and media & public relations person for 2yrs

AVAILABILITY:

Mondays, Fridays, Saturdays and Sundays, day or night

REFEREES

Available on request

(The next page contains other ideas for soft skills you may be able to use, depending on your experience)

Think about all of your experience over time and look at what you could include in Other Relevant Experience. Helpful words could include:

- Participate in a team
- team building
- Lead a team
- Demonstrate leadership
- Unite a team amidst
- Raise awareness eg re cultural differences
- Teach others
- Coach others
- Motivate others
- Negotiate
- Decision making
- Problem solving
- Active Listening
- Maintain and encourage meaningful conversation (discussion/debate)
- Defuse arguments
- Facilitate discussion or debate
- Establish rapport
- Empathic communication
- Self-awareness
- Proactive Attitude
- Act as agent, intermediary, mentor
- networking skills
- Sponsor – new employee, child, work experience
- coach
- guide
- teacher, trainer, tutor
- advise
- advocate

A good way to highlight skills is to say:
Acknowledged by XXXX for XXXXX eg-

- Acknowledged by management for my ability to deal with difficult customers and resolve issues
- Acknowledged by management for my caring and patient manner with young / all staff
- Acknowledged by my manager for my generosity and compassion for another team member experiencing (hardship/loss/seriously ill child)

Any form of community, church or spiritual participation is worth adding in: eg-

- Choir member / leader
- Pastoral Care Team member
- Welcome committee for new families / members
- Play Group leader
- Guide – bush walking, cave, art gallery