## Bhavnesh Makwana

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Klemzig, SA-5087   
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## Professional Profile

Qualified, professional and caring Disability Support Worker with a passion for improving quality of life for the disadvantaged. Friendly, patient and a great communicator, I am experienced in various aspects of disabled care provision, from general domestic duties to the implementation of comprehensive care plans. I seek a role with a quality service provider where I can continue to help people reach their goals and lead full lives.

**Core Competencies Include**:

* Compassionate Care
* Personal hygiene
* MS Office Applications
* Daily Living skills
* Courteous demeanour
* Proactive approach towards client.
* Awareness of broader community.
* Values that align to endeavour foundation.
* Person-centred approach.
* Good communication skills.

## Education

[**Certificate IV in Disability**](http://www.careerfaqs.com.au/courses/community-services/certificate-iv-in-community-services-work) **Placement**

Job Training Institute, Adelaide  Comrec Australia, Elizabeth Downs  
 Qualification awarded: 2015

**Bachelors in Engineering (I&C) Certificate III in Water Operations (Aug-2016)**

Shantilal Shah Engineering College, TafeSA, Tonsley Campus.

Bhavnagar, India.

Graduated: 2005

**Employment History**

**November 2016 – Present:  Netley, Adelaide.   
Orana Inc. - Client Coach**

**Responsibilities:**

* With supervision from the Service Coach and Accommodation Service Manager ensure that work practices are consistent with: • The philosophy, policies and procedures of Orana, which holds people with disability as valued members of their community The National Disability Standards • The legal and ethical requirements of service delivery including Duty of Care.
* Ensure client health needs are met by: • Liaising with health care staff e.g. RDNS, GP’s, specialists, as appropriate in conjunction with the Service Coach.
* Maintaining contacts with and utilising community based health care facilities.
* Monitoring and implementing Client Health Care Plans as appropriate.
* Ensuring accurate recording of the administration of prescribed medications and other health related documentation.
* Administering prescribed medications in accordance with Orana’s policies regarding handling and administration of medication.
* Ensuring the implementation of Orana’s Health Care Policies • Maintaining the domestic environment in a manner that promotes optimum health conditions.
* Attending and participating in regular team meetings and training events.
* Complete all required documentation, including online recording of information, in a timely manner.
* Implement strategies designed to meet client identified goals, which may include: • Applying the principles of person-centeredness**.**
* Using active support principles to mentor clients in daily living skills • Fostering client decision-making to enable personal independence.
* Teaching and supporting clients with self-help skills i.e. personal care • Teaching, supporting and role-modelling of appropriate social skills.
* Supporting clients in a range of household chores, budgeting and banking, shopping, attending appointments and recreational and social activities.
* Communicating and documenting issues relating to individual clients.
* Participating in the assessment, planning and evaluation of client needs and programs • Participating in planning meetings and house meetings**.**
* Supporting with specific interventions such as public transport training, cooking, shopping and personal care.
* Implementing behaviour support strategies and plans, and teaching of behaviour self-control options**.**
* Providing support in establishing community and social networks for the individual.
* Providing support and encouraging the clients in developing a home which reflects their individuality
* Maintaining a positive commitment to clients by assisting them to achieve their personal goals as identified in their annual planning process and associated documentation.
* Liaise with the client’s family by: • Following up questions or queries from family members/stakeholders promptly and in a professional manner.
* Obtaining advice and instruction from the client or management before sharing any information with the individual’s family or other stakeholders.
* Support client(s) by assisting with household duties which may include: • Preparing meals • General house cleaning, interior and exterior • Laundry, mending and ironing • Maintaining adequate household supplies, replacing as required • Supporting clients to maintain health, safety and welfare of pets • Assisting with garden maintenance • Assist in reporting maintenance / repair requirements to Service Coach or the landlord**.**
* With other team members, devise a roster to ensure the regular cleaning, maintenance and attendance to more complex cleaning tasks such as: o Ovens, refrigerators/freezers o Heating and air-conditioning systems o Exhaust fans.
* Accurate recording of household income and expenditure which complies with each individual household budget protocol and Orana policy and procedure.
* Ensure that household monies are kept in a safe and secure manner and balance financial records weekly
* Report any discrepancies in record as soon as practicable • Maintain safety and security of client monies and assist client to spend their money in a manner consistent with individual budget protocol and duty of care.
* Any irregularities in the use of client monies is to be reported to the Service Coach.
* Contribute to enhancing Orana’s systems and procedures by: • Documenting client contact, information and financial records in accordance with Orana policies and procedures, as amended.
* Ensuring client confidentiality through appropriate communication and record keeping requirements.

**•** Participating positively in staff performance processes • Participating positively in staff meetings,

planning sessions and training programs.

* Identifying areas for further development and training 2.7 Contribute to the organisational development of Orana by: • Delivering quality services that are consistent with the Disabilities Services Act and the principles, standards and service philosophy of Orana.
* Participating in organisational and personal development including participation in training Position Description Client Coach..
* Providing ongoing evaluation and feedback on the quality service delivery which contributes to the continuous improvement process.
* Contributing to the development of organisational culture that is supportive of change to better meet the goals of clients and the organisation**.**
* Carrying out duties and operations ethically, fairly and within statutory, legal and contractual requirements.
* Ensuring that all policies, procedures and delegations are fully understood, implemented and complies with Orana’s guidelines as amended from time to time**.**

**Achievements:**

* Developed skills in listening, supporting and dealing with challenging behaviours
* Gained experience in risk assessment and management.
* Willingness and ability to apply active support techniques in service.
* Achievement of goals as identified in the incumbent’s PARP (Performance Agreement Review Plan)
* Effective and efficient records management.
* The degree of professionalism, flexibility displayed in all aspects of service delivery.
* Effective teamwork and contribution to the achievement of team goals**.**

**May 2017 – Present:  Klemzig, Adelaide.   
Lighthouse Disability. - Volunteer (Support Worker)**

**Responsibilities:**

* Same as in Orana Inc..

**Aug 2017 – Present:  Adelaide.   
YNA. - Personal Care Worker**

**Responsibilities:**

* Same as in Orana Inc..

**May 2011 – November 2014:  Bhavnagar, India  
Nirma Ltd, Instrumentation Engineer**

**Responsibilities:**

* Responsible for better running of plant processes.
* Assist instrument related maintenance with my team members.
* Included hardware and software operations.
* Also required windows office, excel worksheets to be worked upon.
* Participated in the creation and delivery of safety, quality and sports activities.

**Achievements:**

* Developed experience and skills in various instrumentation engineering sectors.
* Gained strong communication and listening skills with culturally diverse clients

## Other Qualifications

* Current First Aid/ CPR Certificate (14/10/16)
* Manual Handling certification(21/10/16)
* All DCSI clearances – Child related, age care, vulnerable person & Disability services (10/03/15)
* Australian Driver’s licence
* Medication certificate.
* Fire Management Certificate.

## Personal Interests

I am an avid reader, cyclist and bushwalker.

## Referees

Hemlata Dave

Manager Cara

M-0433787894