



Project Coordinator - Mental Health

Registered Nurse, APHRA

"Outstanding leadership record ... CC makes critical and definitive decisions with immediate consequences." ~ AK, Divisional Manager

Catapulting under-performing staff to identify service needs, focusing on individual strengths and redirection, resulting in a win:win situation for all.

Establishing positive key stakeholder relationships and an innate understanding of Western Australia's Mental Health Act, to consistently rise to challenges and changes.

Delivering a fresh and responsive approach to recognise and encourage the value of individuals and teams, whilst maintaining sustainable levels of profitability.

EXPERTISE

- » Human Resource Management
- » Information & Advocacy
- » Case Management Plans
- » Schizophrenia & Bipolar
- » Financial Analysis
- » Crisis, Emergency & Recovery
- » Service Planning & Review
- » Workforce Unification
- » Regulatory Compliance
- » Clinical Supervision
- » Acute Psychosis & PTSD
- » Complex Clinical Triage

EDUCATION

Registered Mental Health Nurse

AHPRA Registered

Bachelor of Arts (Honours) Degree

Health Studies, University of UK

Master Trainer

TeamSTEPPS®

PROFESSIONAL HISTORY

CLINICAL NURSE | TEAM COORDINATOR

Smithton CRC | Clapton Clinic • WA Health, Perth WA

Nov 2006 - Current

Drove mental health service improvements across clinical administration, trained 40 staff and implemented TeamSTEPPS within 38-bed Clapton Clinic as Team Leader | Handpicked to set up and monitor medical paperwork structure for new community rehabilitation centre (CRC) - Smithton CRC as Senior Clinical Nurse.

Developed robust systems to improve client service provision and compliance

CHALLENGES

Clapton Clinic » Role created for total overhaul of work culture and processes due to clinical supervisory changes

Smithton CRC » New Recovery model centre development and implementation of medication administration system

APPROACH

Addressed change management within first month of stepping into newly created role, at Australia's first trial clinic as **Team Leader - Clapton** | 3½ years.

- Brought administration backlog up to date, balanced roster equality, and facilitated reduction and elimination of client seclusion, within two months.
- Drove quality accreditation and performance management processes across major reclassification of Registered Nurses (RN) to Clinical Nurses (CN).
- Strategically selected key leaders to driving ownership of *TeamSTEPPS* rollout across more than 40 nursing, supervisory, allied health and support staff.

Stepped into ground-breaking clinical supervision position at newly opened

Community Rehabilitation Centre, based on the recovery model, as **Clinical Nurse - Smithton CRC** | Current.

- Authored and delivered best practice training of medication administration for 25 staff, including spreadsheet development and half yearly reviews to increase client adherence and risk identification.

EMPLOYMENT HISTORY cont...

WARD MANAGER

Bensham Centre • Newcastle Healthcare Trust (NHT), Newcastle UK

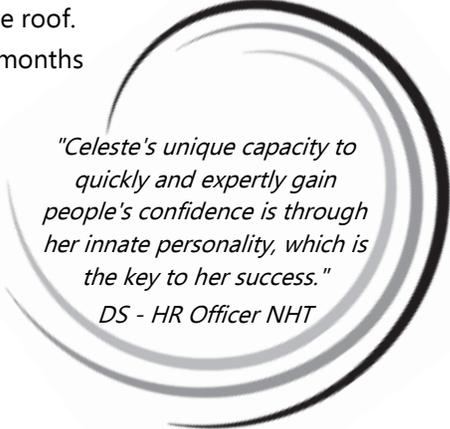
2006 - 2008

Brought onboard to turnaround operational and workforce management as budgetary blowouts and employee relations issues were at an all-time low | Channelled exceptional strengths in HR management, conflict resolution and team dynamics to systematically address best clinical outcomes, staff morale and patient safety.

Implemented cost saving strategies and identified processes to manage poor compliance

Overhauled operations and enhanced workforce utilisation, successfully reining in \$1.3 million budget by 25%, across day hospital, inpatient unit and community services - all under one roof.

- Maximised service quality, and reduced spending by one third, within two months through intensive business plan review and outsourcing of agency and service provider contracts.
- Swiftly dealt with theft, bullying and patient abuse via instantaneous audits, performance management, risk assessments and patient surveys.
- Addressed escalation in staff tension and anxiety through extensive training in 'Control and Restraint of Patients' to assist in de-escalation.
- Managed high-level recruitment, 24 hour roster planning and fatigue management to ensure all staff, patient and visitor safety met.



"Celeste's unique capacity to quickly and expertly gain people's confidence is through her innate personality, which is the key to her success."
DS - HR Officer NHT

CHARGE NURSE | ACTING TEAM LEADER

Bassetlaw Hospital • Carlton & Ward B2, Nottinghamshire UK

2004 - 2006

Recruited as trouble-shooter, shifting team dynamics, through an innate ability to gain confidence and instigate real behavioural changes within work teams | Driving factor in training and compliance monitoring throughout sweeping changes to Mental Health Act and improvement to clinical practices.

Fostered a culture of service, support and guidance to advance client outcomes

CHALLENGES

Carlton Clinic » Major absenteeism of 50% across every shift roster, due to continuous issues with stress, bullying and lack of training
Ward B2 » Removal of client seclusion rooms, and no safety systems in place caused major staff anxieties

APPROACH

Worked against hostile staff, and challenges within 25-bed acute mental health inpatient setting for in-crisis clients. Shifted team dynamics within 10 months, driving increased process consistency and priorities as **Team Leader - Carlton**.

- Created a non-judgemental space and built trust across individual and group meetings for 35 staff members, within first six weeks.
- Implemented mentorship program and utilised team leadership for education focus to improve absenteeism by 70% within three months.

Established new systems and spear-headed UK's first trial to discontinue client seclusion, as **Charge Nurse** within **Ward B2** (29-bed inpatient ward).

- Launched four-week transitional lead-in involving strategy meetings, client contracts, medication regime changes, and police response procedures.

Leadership: Clinical Supervision | Diploma of Human Resources | Teach and Assess in a Clinical Practice | Auditing Tool Management | Mentorship/Preceptorship in a Clinical Practice | Appraisal, Performance Management and Conflict Resolution

Clinical: Post-traumatic Stress Disorder (PTSD) | Care Programme Approach-Discharge Planning | Suicidal & Parasuicidal Behaviours | Psychosocial Interventions | Electroconvulsive Therapy (ECT) Treatment | Wound Care Management | OH&S Infection Control | Working with Adult Survivors of Childhood Sexual Abuse Scene | ED Psychiatric Liaison | First On Scene

Resume Strategy:

Having successfully implemented major systems within her current workplace, and in the UK, this client was ready to move onto a new challenge. Her entire history within the mental health sector, had been in challenging the status quo and driving vast improvements across nursing personnel, management systems and patient care.

She came to me after identifying a private organisation that was starting to fall in disarray from senior management's stress-related absenteeism. Keen to get her resume on the right desk, she wanted to ensure her professionalism and depth of knowledge would shine. We overhauled her 'duties heavy' resume to focus on her ability to walk into any environment and see improvement possibilities.

Celeste was a problem solver across medical, HR and patient care, as every job she had ever walked into was going through difficult periods. I felt by highlighting these strengths, we would be able to target the immediate problems this organisation was having. As there was no job being advertised, I took a Challenge/Approach strategy - that matched their current issues - with strong testimonies, and calming grey text boxes, that gave a visually clean and clinical brand portrayal, so her achievements would stand out.

Within two weeks of getting her new resume on the desk of the CEO, she had a direct call: *"She thanked me for being proactive but said that at this time the matter is being dealt with in a confidential manner and they didn't really know what direction things would take - That's all - She gave me no inkling at all of what she was thinking"*

Two weeks later she was invited in for a discussion, which ended up being an interview with senior management. They said that they had NEVER seen a resume that looked like this and were so impressed, they just had to meet her... after discussions, they offered her a more senior role, which had be especially created for her. With that she started in her 'dream job' two months later and they left her to create her own job description - she's still shaking her head as to how this happened, as she was only hoping to get an interview for the Clinical Manager role, if it ever came up!

Note:

This resume was written for the Australian market, therefore spelling, dates and acronyms are in line with recruitment standards. The format was changed to sizing (8.5x11) for TORI requirements and names/dates are all fictionalised to protect client privacy.