

PERSONAL RESUME - DORIS TURNER

PERSONAL DATA:

NAME	Doris Anita Turner
DATE OF BIRTH	12 January 1954
PLACE OF BIRTH	Bolivia, South America
CITIZENSHIP	Australian
STATUS	Married, 1 child
ADDRESS	111 108 Ave NE Apt A501, Bellevue WA 98004
TELEPHONE	(425) 453 5507
EMAIL CONTACT	turner.fiddaman@bigpond.com
HOBBIES	Scuba diving, painting, movies

KEY SKILLS

- * An ability to relate to a wide variety of people from all areas of the community.
- * Consultative management style that appreciates the value of people.
- * Easily able to develop rapport and establish credibility.
- * Highly developed sense of initiative and a creative approach.
- * The ability to work with a minimum of supervision.
- * Very organised approach to work.
- * Ability to remain calm and focused when under pressure.
- * Warm and enthusiastic. Well-developed people skills.

CAREER HISTORY

- 2003 - **Move to USA**
Accompanied husband on short-term intra-company assignment to Boeing in Seattle WA.
- 1999 - 2003 **DIRECTOR - St. John's CARE**
Responsible to the Management Committee for all aspects of the operation of a Parish-based community outreach service.
Directly in charge of 7 program convenors (all volunteers), with a total volunteer staff of 135 people.
Programs include Counselling, Support Groups, Breakfast Club, Marriage Education Courses and Drop-in Centre.
Drop-in services include Advocacy, Emergency Food and Financial Assistance, delivered in a non-bureaucratic, non-judgemental environment that treats the client with dignity and respect.
Recruitment, supervision, support, training and debriefing of volunteers.
Direct client contact, assessments, referrals, liaison with health professionals, other NGO's and Government Departments.

Development of policies, procedures and guidelines.
Development, implementation and presentation of budgets.
Statistical data collection and presentation.
Preparation of reports and submissions for funding.
Public relations and promotion activities.

1996 - 1999

CO-ORDINATOR OF SERVICES - MS Society of the ACT Inc, Canberra:

Coordinating provision of services to approx 350 members of the Society.
Management of Outreach Team and Services budget.
Recruitment, supervision, support, training and debriefing of staff and volunteers.
Assessments, referrals, service provision monitoring.
Liaison with health professionals, including medical specialists, general practitioners, hospitals and other community health organisations.
Liaison with NGO's and government bodies.
Community Education programs.
Development of policies, procedures and guidelines.
Statistical data collection and presentation.

1994 - 1996

CO-ORDINATOR OF VOLUNTEERS, HOME-BASED PROGRAM - ACT Hospice Palliative Care Society Inc (Part-time), Canberra:

Coordinating approx 100 volunteers who support terminally ill people and their families.
Training, supervision, support and debriefing of volunteers
Assessments, referrals, service provision monitoring.
Liaison with multi-disciplinary team members.
Development of policies, procedures and guidelines.
Statistical data collection and presentation.

1994

FIELD SUPPORT WORKER - Barnardo's Australia (Part-time), Canberra:

Individual support to families in crisis.

1993 - 1994

CO-ORDINATOR OF VOLUNTEERS (Part-time) and COMMUNITY LIAISON OFFICER (Part time) - Aged Cottage Homes, Adelaide:

Creating community connections, to reduce isolation for older members of the community.

1993

CONTRACT TEACHER - TAFE (Part-time), Adelaide:

LEAP Program - Personal Effectiveness and Communication.

1991 - 1993

DIRECTOR - Dive Swansea Dive Co Ltd, Philippines:

Conducting and organising diving tours. Operating bus and ferry service.
Export agents.

1986 - 1991

COMMUNITY SERVICES OFFICER - Unley Council (Part-time) and VOLUNTEER COORDINATOR - TOYS Inc (Part-time), Adelaide:

Community service project utilising skills of retired, elderly and handicapped people, to repair toys for early childhood services.

1985 - 1986 **PARENTING.**
 1981 - 1985 **SENIOR ACCOUNTS CLERK** - Barr Woollard Cawrse Advertising, Adelaide.
 1981 - 1981 **OFFICE MANAGER** - Logan Homes, Adelaide.
 1979 - 1981 **OFFICE MANAGER** - Marine & Aerospace P/L, NSW.
 1976 - 1979 **COMMUNITY NURSE** - Botany Community Health.
 1975 - 1976 **NURSING** - Private and specialised, NSW.

EDUCATION and TRAINING

2000 CERTIFICATE IV, VOLUNTEER MANAGEMENT, TRAHCS
 1998 COMMUNITY MANAGEMENT SERIES, TRAHCS.
 1998 ACTCOSS NATIONAL CONFERENCE, Canberra.
 1998 8th NATIONAL VOLUNTEERING CONFERENCE, Canberra.
 1998 WORKPLACE TRAINING, CATEGORY 1, accredited course run by TRAHCS.
 1998 PEER SUPPORT TRAINING / NEEDLE EXCHANGE PROGRAM, Drug Referral Information Centre, Canberra.
 1997 7th NATIONAL VOLUNTEERING CONFERENCE, Sydney.
 1997 WORKPLACE ASSESSOR TRAINING, TRAHCS.
 1996 6th NATIONAL VOLUNTEERING CONFERENCE, Launceston.
 1995 VOLUNTEER TRAINING PROGRAM - AIDS Action Council, Canberra.
 1994 SOCIAL ROLE VALORISATION (SRV) - Aged Cottage Homes.
 1991-1993 SURVIVING - the eruption and subsequent aftermath of the eruption of Mt. Pinatubo, Philippines.
 1987-1988 BACHELOR OF SOCIAL WORK DEGREE - SAIT, Completed 2 years of 4-year course. Not completed due to conflict at the time with responsibility as single parent.
 1987 TELEPHONE COUNSELLING COURSE - Crisis Care Unit, a division of the Department of Family and Community Services.
 1987 MANAGEMENT - 'TRAIN THE TRAINERS' - Unley City Council.
 1986 SUPERVISION FOR COMMUNITY WORKERS, SA Department of Family and Community Services.
 1980 BASIC ACCOUNTING - SA Technical College.
 1979 TYPING - SA WEA Courses.
 1978 PARENT EFFECTIVENESS TRAINING, Anglican Church of Adelaide.
 1977 COMMUNITY NURSING COURSE, NSW Health Commission.
 1972 - 1975 STATE REGISTERED NURSE, NSW.
 1971 MATRICULATION, NSW.

VOLUNTEER INVOLVEMENT

2000 - 2002 DEPUTY CHAIRPERSON & CHAIRPERSON, TADACT (Technical Aid to the Disabled, Australian Capital Territory)
 2000 - 2002 VENTURER LEADER, Latrobe Park Scout Group.

1999 - 2000 SECRETARY, Latrobe Park Scout Group.
1998 - 1999 COMMITTEE MEMBER, Scouts Australia, ACT Branch, International Student Exchange Program.
1996 - 2000 TREASURER- Volunteering ACT.
1994 SECRETARY – 1st Brighton Scout Group.
1993 - 1994 TREASURER - Camden Community Centre.
1991 - 1992 RELIEF OPERATIONS - Samana Inc, Philippines.
1989 - 1990 MEETING PROCEDURE AND PUBLIC SPEAKING, Unley Jaycees.
1989 COMMUNITY EDUCATION OFFICER - Department of Consumer Affairs: Organising training sessions for various community groups.
1988 MANAGEMENT COMMITTEE MEMBER - Australian Spanish Latin American Institute, an organisation which assists refugees from South America with the process of assimilation into the local community.
1987 - 1990 TELEPHONE COUNSELLOR - Crisis Care Unit, Department of Community Services.
1987 - 1991 MANAGEMENT COMMITTEE MEMBER - Clarence Park Community Centre.
1977 ASSISTANT PROGRAM CO-ORDINATOR - Senior Citizens Centre NSW.
1972 STEERING COMMITTEE MEMBER - North Sydney Community Youth Group:
Establishment of local community drop-in centre.

REFERENCES:

Jennifer Hume	Counsellor Consultant, Professional Supervision Phone: +61 41 114 8295
Christine Harrison	Executive Director, Canberra Montessori School Phone: +61 2 6285 3494 (W)
Jack Koina	Executive Director TADACT (Technical Aid for the Disabled) Phone: +61 2 6287 4290