

Carl Hugo Edema

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Education

Master of Social Science (Criminal Justice Administration) 2008 – 2009
RMIT University

Bachelor of Social Science (Youth Work) 2005 – 2007
RMIT University

Certificate IV (Youth Work) 2003
Chisholm Institute

Certificate IV (Alcohol and other Drugs Work) 2003
Chisholm Institute

Relevant skills and experience

Teaching

- Experience working as a teaching assistant in an alternative high school setting at the Narre Warren Learning Centre.
- Able to effectively work with young people who present with behavioural difficulties.
- Worked successfully with students aged 15-20 and assisted them in attaining a Year 10 qualification.
- Experience updating anti-bullying programs for Stride Foundation and delivering them into high schools, elementary schools and training teachers in the materials.

Case Management

- Experience in case managing clients at the Asylum Seeker Resource Centre.
- Able to interview and assess clients with complex needs.
- Able to assess risks and link clients in with relevant programs and services.
- Good understanding of youth and justice related case management practice, proficient in making court recommendations and writing clear and concise reports to be used in legal proceedings.

Group Work

- Facilitated workshops that involved group discussions and organising and running games with groups of Youth Work students at RMIT University.
- Mentored international university students in a program that involved leading them through facilitated group discussions and assisting them in adapting to the culture of RMIT University.

Drug and Alcohol work

- Able to work with young people who are experiencing problematic alcohol and or other drug use.

- Experienced with clients in residential units who present as being under the influence of drugs and/or alcohol.
- Solid understanding of the philosophy of harm-minimisation.

Computer Skills

- Confident user of MS Word, Excel, PowerPoint and Access.

Communication/Interpersonal

- Confident working with and interviewing clients.
- Experienced in working with clients from a range of socio-economic and ethnically diverse backgrounds.
- Confident in a customer service role. Experience handling customer complaints and dealing with difficult customers.
- Experience handling volatile situations in residential units.
- Delivered over 10 presentations at University to groups of between 20-50 students covering topics from 'preventing drug related crime' to 'researching indigenous communities'

EMPLOYMENT HISTORY

Reception/Administration

May 2010 – June 2010

Sarina Russo Job Access

Duties:

- Answering phone calls and taking messages.
- Making appointments
- Assisting job seekers with information about job market and 'Job Services Australia.'
- Assisting job seekers with resumes
- Registering job seekers with employment agencies.

Residential Care Worker

Sep 2009 – Jan 2010

Wesley Mission Melbourne

Duties:

- Model positive behaviours and assist young people in developing life skills.
- Liaising with families, social workers and other agencies.
- Assessing residents' needs and progress
- Ensuring adherence to standards of care within the relevant quality framework
- Leading social/recreational activities
- Helping residents to deal with problems and make the transition to independence
- Overseeing day-to-day management, including staffing and finance issues.
- Writing daily reports and incident reports
- Carry out fire and OHS checks

Skills Learnt

Gaining experience and learning how to assertively deal with clients who present with challenging behaviors. Working with clients who present with a wide range of complex

issues, including; learning disabilities, mental health problems and drug or alcohol dependency. Worked both independently and within a team environment.

Case Worker (volunteer)

Feb 2009 – Sep 2009

Asylum Seeker Resource Centre

Duties:

- Interviewing clients and carrying out assessments
- Assisting clients in finding appropriate housing
- Ensuring that clients are supported and have access to food, housing, medical care
- Advocating on behalf of clients
- Referring clients to other services
- Linking clients in with appropriate community services, groups and programs
- Getting clients involved in social and recreation activities, English tutoring and other services that are run by the Asylum Seeker Resource Centre
- Maintaining ongoing contact with clients to ensure that their needs are being met

Skills Learnt

Have gained a large amount of experience working with clients from ethnically and linguistically diverse backgrounds and also gained experience working with interpreters. Carried out a wide range of tasks as a caseworker from helping clients find appropriate housing to linking clients to appropriate counselling services. Gained experience in supporting clients through difficult circumstances such as facing repatriation. Also gained experience conducting one-on-one interviews and assessments with clients and making referrals to other welfare services.

Customer Service (part-time)

Nov 2008 – May 2009

Smile HQ

Duties:

- Selling teeth whitening procedure and products.
- Advised customers on selection of electrical products.
- Organised shop displays.

Skills Learnt

Developed the capacity to handle complaints and difficult issues in a tactful and diplomatic way. Communicate comfortably with a wide range of people from across the community. Acquired leadership skills through delegating duties to staff and keeping them motivated.

Factory Hand (part-time)

May 2003 – Aug 2007

Glyde Metal Industries

Duties:

- Operated a wide range of machines including robot arm welders, spot welders, drills and circular saws.
- Performed assembly work on a number of occasions.

Skills Learnt

Working in this busy factory setting I have often had to work under pressure and use my initiative.

FIELD PLACEMENT

Literature Review

Jul - Oct 2007

Stride Foundation

- Involved in a project that required me to observe and analyse peer-support based programs and update the material with reference to contemporary research and literature.
- Spent time travelling into schools where the programs were being run and also took part in a number of teacher-training sessions. The programs ranged from anger-management to drama based programs.
- Wrote reports that would help explain and market the programs to schools and other potential customers.

Teaching Assistant

Jan - May 2003

Narre Warren Learning Centre

- Involved in running an education program that granted young people aged 15-20 a certificate equivalent to a regular Year 10 education. The program was run to accommodate young people who had experienced difficulties with a regular school setting.
- Gained experience teaching in a classroom environment, working directly with young people and dealing with challenging behaviours.

EXTRA-CURRICULAR ACTIVITIES

RMIT Cross Cultural Communication Program

Jul – Oct 2006

- Mentored international students to help them adapt to Australian culture and the culture of the University.
- Gained experience working with students from ethnically and linguistically diverse backgrounds.

St. Vincent de Paul Soup Van

2006 - 2008

- Worked in kitchen preparing food
- Provide food to homeless mentally challenged and people living in low-income share accommodation.

Other Interests

- Keeping fit through running and mountain biking.
- Reading/writing
- Listening to music/playing bass guitar
- Socialising with friends
- Learning Languages – Korean/Hangul

REFEREES

Sal Arceri
Manager
Sarina Russo Job Access

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Carolyn Connelly
Residential Services Coordinator

Email – cconnelly@wesley.org.au
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Sherrine Clark
Casework Coordinator
Asylum Seeker Resource Centre
www.asrc.org.au

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Adam Burmas
Southern Central Youth Representative
St. Vincent De Paul

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Barrister & Solicitor

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Samantha Spooner
Community Safety Coordinator – Knox City Council
RMIT University Lecturer

Tel – 9298 8415