

EMMA O' FARRELL MSc, BA

PHONE: 0862718200

EMAIL: EMMAOFARRELL1@YAHOO.COM

PERSONAL PROFILE

Excellent administrative skills including comprehensive interpersonal and written skills. Effective and efficient working independently and in a participatory team environment. Organised in prioritisation of workload, management of tight timeframes while achieving a high standard of work. Ethical and compassionate in matters of social justice and equality. Keen and enthusiastic learner. Experienced working with people from multicultural backgrounds. Have some knowledge of asylum and immigration system.

EDUCATION

UCD School of Social Justice	2014-2015
Master of Science in Equality Studies	
Kilroy's College	2012-2013
Diploma in Psychology	
Dublin Business School	2004-2007
Bachelor of Arts (Hons.) Psychology	
Our Lady's Grove	2000-2003
Leaving Certificate	

CAREER HISTORY

National Support Officer **April'17-Current**
Prevention, Partnership and Family Support, Tusla

Duties

- Implementation of office management procedures and provision of key administrative support
- Support for data collection/ audits and analysis including development of templates and administration of on-line data collection tools
- Project support and communication assistance

Achievements

- Skilled in working with key stakeholders and services
- Developed understanding of the Prevention, Partnership and Family Support programme
- Built strong awareness of programme and increased collaboration

Senior Training Administrator **Oct'15-Aug'16**

The College of Anaesthetists

Responsibilities

- Management of the Professional Competence Scheme
- Management of the Professional Development Programme
- Secretary to the Faculty of Pain Medicine and the Professional Competence Scheme
- Provide Administrative Support to the Training Unit

Achievements

- Advised on the Specialist Anaesthesia Training Programme
- Developed a thorough knowledge of IT systems and college database
- Trained in website management
- Proficient in minute taking

Community Rehabilitation Support Worker **Oct'13-June'14**
Way2home Outreach Team, Neami National

Responsibilities

- Advocate for homeless people with *Housing New South Wales* to secure tenancies
- Support clients on outreach program and provide case management
- Partnership with community service providers, including legal and immigration services
- Maintain manual and digital case files

Achievements

- Met complex needs of clients by confidently negotiating between community service providers
- Navigated the housing system in NSW Australia
- Comprehensive understanding of discrimination faced by rough sleepers living with mental and physical illness
- Skilled writing reports in a sensitive and succinct manner

Executive Assistant**Feb' 11- May' 13****Workplace Relations, NSW Ministry of Health****Duties**

- Provide executive administrative assistance to *Director of Workplace Relations*
- Administrative support to 30 staff members in the areas of human resource, learning and development and return to work coordination
- Collate steering committee and advisory boards minutes, agendas and senior executive forum reports
- Coordinate communication between the Minister for Health, parliament, union representatives, media, and other public sector agencies

Achievements

- Successfully ran office operations following Governance Review and Restructure
- Developed proficient system reporting and tracking ministerial, parliamentary and media correspondence improving results within 99% margin
- Gained a comprehensive overview of Workplace Relations policies and legislation
- Experienced in managing grievances with distressed employees

Banquet Account Manager**Mar '10 – Aug'10****Four Seasons Hotel Sydney****Duties**

- Account Management
- Book catering business
- Produce detailed event proposals

Achievements

- Achieved monthly key performance indicators within pre-prepared financial budgets
- Maximised function space while balancing client requirements
- Gained a comprehensive understanding of event management in the Hospitality Industry

Marketing Account Executive**Oct '07-Aug '08****Field Management Ireland (FMI)****Duties**

- Account Management
- Recruit and train field personnel
- Organise point of sale and logistics for campaign locations
- Evaluate results using handheld devices

Achievements

- Wide-ranging knowledge of sales, merchandising and marketing campaigns
- Assisted in development successful campaign strategies within company budgets

Reference available on request