

Cheryl Jackson
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Professional Summary

Management experience within the Public Service for over 25 years providing leadership and management of staff. The past eleven years had demonstrated the skills of casework practice in the child protection and Out of Home Care system and responding to the needs of a child, young person and their families. Engage with families, community and key stakeholders to improve the safety and wellbeing of a child and young person.

EDUCATION:

1979 – Goodooga Central School

QUALIFICATIONS:

University of Western Sydney, Milperra

1990 – Associate Diploma in Social Welfare

1998 - Public Sector Manager Course

Education Centre Against Violence

2010 - Certificate IV in Family Health (Family Violence, Sexual Assault and Child Protection)

2013 - Advanced Diploma of Aboriginal Specialist Trauma Counselling

Mediation Institute

2019 – Statement of Attainment - Family Group Conference Facilitator Training

EMPLOYMENT:

Marrin Weejali Aboriginal Corporation – Coordinator Aboriginal Family Planning Circle

July 2018 – October 2019

- Facilitate and Coordinate Aboriginal Family Planning Circle
- Explore suitable service providers to invite into the circles;
- Promote the Aboriginal Family Planning Circles;
- Develop partnership with Government and Non-Government to improve child safety and wellbeing;
- Participate actively in inter-agency forums to ensure service provision are responsive to the needs of child, young person and their families;
- Assess all referrals against suitability;
- Develop and present written reports to management;
- Develop, design and deliver presentations to staff, clients, key stakeholders and community groups;
- Meet with families to discuss the program;
- Develop family action plans in consultation with family;
- Follow-up on outstanding tasks;
- Involvement in the evaluation of Aboriginal Family Planning Circle.

Family & Community Services – Manager Casework

June 2007 – 16 May 2018

- Established the Waru Mudyin Intensive Family Based Services in the Western Sydney and Nepean Blue Mountains Districts, covering 9 Community Service Centres from Auburn to Lithgow;
- Provide leadership and supervision to caseworkers who provide services to children and young people in program;
- Facilitate caseworkers group supervision sessions;
- Work collaboratively and cooperatively with other agencies to achieve high quality service delivery for children, young people and their families;
- Supervise case work in the program to ensure the quality and consistency of casework standards;
- Ensure casework practice comply with legislative requirements;
- Participate actively in inter-agency forums to ensure service provision are responsive to the needs of child, young person and their families;
- Establishes day to day priorities and allocate work within the team;
- Develop and present written reports to management;
- Develop, design and deliver presentations to staff, clients, key stakeholders and community groups;
- Assess suitability of all referrals;

- Allocate families to caseworkers;
 - Undertake joint home visits with caseworkers;
 - Promote the development of casework practices that provide best outcomes for Aboriginal families;
- Manager the Project Officer of Aboriginal Family Planning Circle.

Jessie Street Domestic Violence Service – Community Outreach Worker
May 2005 - July 2007

- Provide support and advise to women experiencing domestic/family violence;
- Develop programs in consultation with women to respond to their needs;
- Facilitate and coordinate domestic violence groups;
- Deliver training to women experiencing domestic/family violence;
- Participate actively in community forums;
- Network and liaise with other women's refuges;
- Liaise with key stakeholders;
- Communicate effectively with staff, clients and service providers.

Home Care Service of NSW – Aboriginal Area Manager
March 1992 – May 2005

- Provide leadership and supervision for managers across NSW;
- Provide support and advise on budgets;
- Ensure staff adhere to the standards;
- Identify challenges within service provision and develop and implement strategies to address;
- Develop and present financial, data and operation reports for Executive;
- Attend staff, clients and community forums to provide progress on services;
- Develop Memorandum of Understanding with key stakeholders to ensure cooperative and collaborative approaches to service provision.

Commonwealth Rehabilitation Service – Aboriginal Liaison Officer
July 1988 – March 1992

- Provide support and advise to clients with physical disabilities;
- Develop, monitor and review case plan with clients;
- Participate actively in community forums;
- Liaise with employers to explore job opportunities;
- Facilitate and coordinate case meetings.

Commonwealth Employment Service – Administration Officer

1988 – 1982

- Banking;
- Provide administration support to staff;
- Use computers for various applications such as database, word, excel and powerpoint;
- Counter services;
- Petty Cash;
- Answering and transferring telephone calls;
- Arrange and coordinate staff meetings.

BOARD/GROUP REPRESENTATION

- Previous Chairperson of Western Sydney and Nepean Blue Mountains Community Services Aboriginal Reference Group;
- Previous Deputy Chairperson of State Community Services Aboriginal Reference Group;
- Previous Chairperson of Aboriginal Family Worker's Support Group;
- Previous Chairperson of Mirang Din Aboriginal Women's Resource Centre;
- Previous Aboriginal representative on "Making A Safe Home" co-design project;
- Current member of Western Sydney Aboriginal Regional Alliance

Referees: Peter Nash
Manager Client Service
Community Services
88877400

Kelly Ramsden
Manager Client Service
Community Services
47522625
0408695853

Awards

1999 - Premiers Department Public Service Award – Autonomous Service

2013 - Community Services, Practice Award – Inspiring Aboriginal Practice

2017 – ZEST Award – Outstanding Project Work in Aboriginal community in Western Sydney.

2017 – Finalist of Public Sector Award – Protecting Our Kids