

**NAME REMOVED**  
Personal details go here

Thursday, 24 September 2009

Recipient details go here

Dear Ms xxxxxxxxxxxxxxxxx,

**Student Midwives – Cost Centre 163000 - 2 SW/AD**

I wish to be considered for the above position and accordingly provide my résumé for your perusal. In reference to the selection criteria I offer the following skills and accomplishments:

**Essential Criteria**

▪ **Criterion 1 – Registered Nurse with current NSW Registration**

Currently a third year student nurse, I am completing my final year in nursing, enabling me to gain nursing registration at the conclusion of 2009. This would enable me to enrol in the Graduate Diploma in Midwifery in 2010.

▪ **Criterion 2 – Effective communication skills**

The ability to understand issues, clarify and act upon information discovered, relies heavily upon effective communication both in the written form, and verbally.

These abilities were best demonstrated during my employment as an Assistant Nurse at Sir Moses Montefiores Jewish Home in Woollahra, where I diffused a volatile situation between residents staff and doctors. As a result of an influx of fresh assistant nurses, residents expressed anxiety, and antipathy towards new staff gestures and strategies upon their arrival. Deciding to resolve the situation, I gathered information from residents verbally, prior to a group meeting. Making mental note of these concerns, I approached the Hostel Manager, seeking approval to prepare a written report on feedback received and suggested solutions. Gaining approval, when preparing the report, I ensured that my language was concise, and tailored to the target audience of colleagues. I then called and chaired a nurses meeting in order to present my findings, distributed the report to all assistant nurses, raised patient concerns in a non aggressive manner, and presented innovative approaches to patient care which were discussed and strategies set. Within a week these concerns were resolved with a satisfactory outcome for all concerned, including an end to resident complaints and 100% positive feedback.

▪ **Criterion 3 – Demonstrated commitment to customer service**

A commitment to customer service in a nursing environment, is an inherent part of my personality. An outstanding service outcome of which I am especially proud, was a large part of my clinical placement at Calvary Hospital from 22<sup>nd</sup> June to 10<sup>th</sup> July 2009. A Lebanese patient had deteriorated rapidly and was approaching the tail end of the dying process. Due to lack of education and little acceptance of their Mothers death, the family could not understand why she could not speak to them or eat, as well as consistently asking that I take her temperature, pulse, respiration rate and blood pressure.

This situation was not only challenging, but tested my skills in tact, diplomacy, compassion and commitment to care of both patient and family. The situation was compounded by the large amount of regular visitors, up to six in a small room, as well as six relatives waiting outside the room at all times.

Approaching the registered nurse to gain approval first, I spoke to the family outside the patients room, offering assistance whenever needed, and explained that their Mother was dying, and that touching, feeding, and moving her frequently was not only causing discomfort but stress to their Mother increasing her levels of pain. This was a difficult and challenging situation, as the family did not understand that their actions were not helping this lady.

During the next two weeks of my placement I spent a large portion of my time assisting, educating and consoling the family. The family eventually accepted their Mother's death, complying with all requests. Given the feedback received by the family at the end of my placement, I know that I made a huge difference

to this family, as they told me they thought I would make a lovely registered nurse, praised me for helping their Mother, and asked that I not leave as I had become so attuned to the families needs.

▪ **Criterion 4 – Ability to work as part of a multidisciplinary team**

Able to work as part of an interdisciplinary team, my initiative, communication and problem solving skills play a key part in team operations. When employed by Sir Moses Montefiore Jewish home as a nursing assistant from June 2004 to October 2006, it was essential that I deal with all members of the multi-disciplinary team on a daily basis to ensure the appropriate course of action was taken, remaining mindful of the care and independence of the resident.

A situation that comes to mind involved the restructure of a care plan for a resident post hip surgery, tailoring patient services to reduce convalescence. This included meetings and consultation with occupational and diversional therapists, nurses, doctors, cleaners and kitchen staff, in order to collaborate on the patients care. Consulting with the occupational therapist to rearrange the room layout, I also facilitated additional patient mobility with staff. The patient enjoyed a speedy recovery (three weeks), and associated reduction in nursing hours as a result of my care plan.

The Hostel manager offered feedback that I had resolved and addressed the concerns of the patient and nursing staff including reducing the lengthy process that would have been involved, were it not for my actions. She also mentioned that I showed great potential for the nursing discipline and was proud of my professional conduct. She stated that she had received gratitude from all sections of the interdisciplinary team regarding my involvement and how well I had approached the situation and structured the patients care plan.

▪ **Criterion 5 – Computer Literacy**

I have used computers for many years now, using university intranet, completing research online as well as within the library databases and e-journals. I am versatile and adaptable, and quick to learn new programs.

I am proficient in Microsoft Office including Microsoft Excel, Access, Word and PowerPoint. I am also adept using various operating systems including Microsoft Windows, as well as Internet Explorer. I consider that I have intermediate to advanced computer skills, and have no doubt in my ability to operate a computer

▪ **Criterion 6 – Understanding of OH&S, EEO and Quality Improvement principles**

Occupational Health and Safety (OH&S or OHS) is an intrinsic and vital part of a nursing career. I have had years of training in OHS and EEO, such as fire drills, using equipment in various workplaces and how to implement them. Whilst working at Sir Moses Montefiores Jewish Home, I had to assist residents from the floor if they had fallen or slipped. In one such instance, a new staff member was attempting to lift a resident from the floor and I had walked into the room as she was trying to lift the resident. I was horrified at her unsafe lifting practices as my colleague could have sustained serious injury. I stopped her and retrieved the mechanical lifter, showing her how it worked. We checked the resident for any injuries or pain, and as there were none we strapped her in and lifted her to the bed.

I spoke to the staff member about OHS and the next week all staff attended an OHS meeting to discuss lifting and use of the mechanical lifters, and why this was important for both the residents and staff. From this point, my colleague not only thanked me for my help but I was pleased to observe that the staff member became an advocate for safe lifting.

Being able to reflect on my work practice and assess improvement opportunities is a constant mindset. Quality Improvement principles are those of constantly remaining vigilant and aware of the quality of care provided to clients. This includes reporting, following correct reporting channels and procedures, as well as recognising opportunities for improvement, and implementing these without deviating from established

guidelines. My understanding of quality principles was best demonstrated as a nursing assistant at Sir Moses Montefiore Jewish home from June 2004 to 2006, where I administered medication to residents. During the management of my first night shift a resident rang and asked for paracetamol to alleviate her headache. Although I had undergone in house medication training, I did not want to let down the residents or myself by not fully understanding all the implications and contraindications when administering this medication. I read through the resident's medication notes, care plan and went to the office to read these. I then researched the medication which, despite being a common one, I was mindful of ensuring correct doses and implications for this individual resident, checking medication charts and reading doctors notes. Completing my investigation I retrieved the correct dosage and visited the resident's room to administer the medication. Explaining that if the headache did not ease within twenty minutes she was to call me again, I was pleased to notice that the patient did not call but checked on her over the next three hours to assess adverse reactions and verify the medications therapeutic effect.

In all of my positions I have ensured the highest level of professionalism and integrity is upheld in all aspects of my work. I adhere to ethical practices, behaving with integrity at all times, regardless of the circumstances. In the workplace, I place my employer's interest above my own or that of my colleagues, ensuring that professional standards are adhered to. Similarly, I act in accordance with government legislation, national guidelines, and the regulatory framework. I also encourage others to follow my example and observe these practices. The extent of my appreciation and understanding of probity issues is demonstrated by the application of ethical practices throughout my career. In my current role, for instance, I observe strict confidentiality practices.

I have learned to treat every person equally regardless of cultural background or vocation.

As an Assistant Nurse at St Vincent's Private Hospital, I cared for the Fijian prime minister/president. Confidentiality was imperative in this situation. He had been admitted for major surgery. One of the assistant nurses I worked with was Fijian, and followed strict protocols. She was not allowed to visit the Prime Minister for 2 days post surgery. I was asked for as I was an Australian. Carrying out my nursing duties as usual, I was allowed to talk to him as I would any other patient, he did however have a butler, and three bodyguards outside his door. Regardless of frequency of visits, personnel were thoroughly checked and educated on etiquette prior to entering the room. In relation to tact and confidentiality, upon leaving the hospital I was approached by journalists, facing a barrage of questions. I replied with "I'm sorry, I don't know what you are talking about." Thankfully the night security guard followed the journalists, alleviating some of the pressure of this questioning, maintaining the Fijian Prime Ministers confidentiality and my own sense of integrity.

I have interacted with patients from various linguistic, religious, racial and ethnic backgrounds throughout my career. This includes patients from all over the world including French, Islanders, Papua New Guineans, English, Maori, Spanish, Italian, Japanese to name but a few. I gained vital information in regards to customs and culture, important when delivering clinical care, in order to prevent any barriers to each patient receiving the best care available. This is an ongoing, and constant process.

▪ **Criterion 7 – Evidence of professional development**

Professional development is an essential component of nursing in particular, due to changing practices, recent researched findings and the need to remain clinically cognisant. In February 2009 I completed a Cardiopulmonary Resuscitation Certificate in order to keep my knowledge current, including a Bachelor of Nursing.

Presently I am completing a clinical placement with a psychologist/registered nurse managing her own private practice. My training has focussed on pregnancy and mental health issues. I have completed the following training:

- Perinatal Mental Health Seminar – Black Dog Institute – Prince of Wales Hospital Randwick
- Substance abuse in pregnancy (attending Monday 28<sup>th</sup> September 2009) – Royal North Shore Hospital – facilitated by Perinatal Society of Australia and New Zealand.

The substance abuse training is at my own request, as these are usually available only to General Practitioners, Psychologists and other specialists. I requested this professional development due to its value as a resource. I plan to maintain this practice, attending conferences and undergoing training in order to provide the very best in patient care, including medication contraindications and associated patient consequences.

I am passionate about providing information to women, empowering them to make informed choices and evaluate their options, employing a holistic approach.

I am confident that training, interest, expertise and attributes satisfy the selection criteria outlined in your position profile and I trust you will consider my application of interest.

I would welcome the opportunity to elaborate on any aspect of my application and I look forward to your response.

Yours faithfully,

Sample person