

SARAH MASTERS

A: 22 Rose Street, Fairy Meadow NSW 2519

M: 0409 151 165

E: sarahmasters@gmail.com

Li: www.au.linkedin.com/in/sarahmasters

QUALIFICATIONS & TRAINING

Bachelor of Psychology (Honours) – University of Wollongong 2015 – Present

Key Achievements- Golden Key Society, UOWx Award Recipient

Professional Certificate in Counselling – Lifeline 2015

First Aid Training – St John Ambulance Service 2015

PROFESSIONAL EXPERIENCE

Case Worker (Internship) – Family and Community Services Jul – Oct 2017

- Responsible for supporting children, young people, families and communities in varied and challenging circumstances
- Assisted with cases – including visiting families in their homes and referring services
- Shadowed Senior Case Worker in order to develop a strong knowledge of case work best practice

2015 – Present

Telephone Crisis Support Counsellor – Lifeline

- Phone counselling to clients in severe cases of mental and emotional distress
- Provide immediate support and guidance, and clarification of options and choices
- Provision of referral information for relevant services in local area
- Case management and reporting

EXTRA-CURRICULAR ACTIVITIES

Treasurer- UOW Psychology Student Society 2016 – Present

Australian Indigenous Mentoring Experience (AIME) Mentor 2016 – Present

Peer Assisted Study Sessions (PASS) Leader 2016

PROFESSIONAL MEMBERSHIPS

Student Member- Australian Psychological Society

OTHER EMPLOYMENT

Retail Assistant/ Shift Supervisor– Subway, University of Wollongong

May 2014 – Present

- Leadership of up to 5 staff when undertaking shift supervisor role, including accountability for store performance
- Provide high levels of customer service, working as part of a cohesive team in a fast paced environment
- Follow strict policies and procedures – which includes safe food handling practices and WH&S
- Achieved ‘Team Member of the Month’ – September 2015

Feb 2011 – Apr 2014

Customer Service Attendant – Coles Supermarkets, Wollongong

- Adhered to policies and procedures in fast paced customer focused retail environment
- Assisted with the training of new staff
- Achieved highest scan rate – May 2013

KEY COMPETENCIES

Communication & Interpersonal

- Proven ability to deliver high standards of customer service to stakeholders, clients and referred colleagues
- Able to connect with a wide ranging audience – age, socio-economical, gender and beliefs, demonstrated through multiple successful group assessments at university and through telephone counselling experience

Organisation

- Self-managed workload to achieve full time study, working in two jobs and personal commitments, utilising a range of tools and technology to manage and plan weekly workloads
- Able to work under pressure in demanding environments whilst maintaining a strong results focus, evident in consistent Distinction average grade

Team Work

- Proven ability to work as a team member in diverse environments through employment and university
- Readily adaptable to working effectively with others to achieve set outcomes, demonstrated through involvement in executive team of student society on campus

Leadership

- Strong leadership skills acquired through employment experience, effectively managing up to 5 staff

REFEREES

Pauline Roberts

John Smoke

Professor John Smith

Senior Counsellor

Manager

Honours Supervisor

Lifeline Wollongong

Subway UOW

UOW School of Psychology

Ph: 02 4222 5555

Ph: 02 4216 2222

Ph: 02 42500 1111

E: proberts@lifeline.au

E: jSmoke@subway.com.au

E: jSmith@uow.edu.au