

CLAIRE MANNING

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PROFESSIONAL SUMMARY

I am a passionate education advocate for individuals of all abilities with a successful 20 + year portfolio career in a variety of learning, development, facilitation, consulting and research roles in both private and public sector organisations. One of my interests is in understanding what aspects of the arts enhance learning experiences. In the last 3 years, I have worked as a researcher, program designer and facilitator in the community sector in the area advocacy and inclusion.

CORE STRENGTHS

- **Communication** - Excellent written, oral and interpersonal skills.
- **Project Management** - Strong organisational, administration, time-management and event management skills.
- **Team Player** - Flexible team member with capacity to build rapport and work well across the organisation
- **Research & Analysis** - In-depth research skills and knowledge of all levels of life-time learning
- **Adaptation** – Ability to quickly build understanding and skills in new areas through continuous learning that builds on existing knowledge.

WORK EXPERIENCE – SUMMARY

Advocacy for Inclusion – 2017 to 2018

Magnolia Learning - 2005 to present

- ***Noah's Inclusion Services – (2016 – 2017)***
 - Consultant and Facilitator.
- ***Partners in Performance International (PIP) (2005-2015)***
 - Recruiting Assistant
 - Training and Development Consultant
 - Editor – Company Internal Newsletter
- ***Performance Through People Pty Ltd (1999 – 2008)***
 - Junior consultant

University of Wollongong – 2011 to 2017

- ***Australian Health Services Research Institute (AHSRI) (2014 to 2017)***
 - Research Fellow - Evaluation of the Noah's Shoalhaven, Kids Together Program
- ***Faculty of Social Science (2011 to 2016)***
 - Researcher Fellow - Parent Room Advocate Training
 - Tutor – Graduate Diploma of Education (GDE) Shoalhaven and Wollongong Campuses
 - Academic Liaison (GDE) Shoalhaven Campus
 - Research Assistant – Managing Children Program – Noah's Shoalhaven

Bundanon Trust (1998-1999)

- Centre Manager

McKinsey & Company - (1991-1997)

- Training and Development Co-ordinator

WORK EXPERIENCE - DETAILED

Advocacy for Inclusion - October 2017 - January 2018

Training Officer - The main focus of this role was to work with individual clients (people with disabilities) to ensure they achieved better advocacy outcomes and the tasks involved:

- Worked alongside the Senior Advocate assisting clients to develop self-advocacy skills and support self-determination to navigate the National Disability Insurance Scheme processes
- Co-presented training to support clients to build their knowledge about human rights and responsibilities, set goals and develop understandings about living independently
- Updated Consumer records confidentially using an advocacy client database (Ivo)
- Worked closely with the small Advocacy for Inclusion team to discuss best way to support clients and assisted with grant writing and grant reporting processes
- Shared my knowledge, with the Advocacy for Inclusion Team, on how to use the Logic Model concept in the grant writing and project planning process

Magnolia Learning - 2005 to present

I established Magnolia Learning to provide creative adult learning solutions through my consulting and research experience; as well as my existing adult education qualifications, experience and skills. Following are a selection of my clients and work undertaken:

Noah's Inclusion Services – (2016 – ongoing when funding available)

Consultant and Facilitator – Based on my work through University of Wollongong with Noah's between 2011 and 2016 the CEO sought my assistance on the following projects

- Refined and facilitated another 8-week program funded directly by Noah's to support 12 more families after the success of the pilot Parent Room Advocate Training developed while working at University of Wollongong.
- Assisted the CEO and Senior Staff in developing draft processes and policies to support a new area of service provision where this innovative NFP began to provide services and support for children 9 to 18 years. These new services will be initially funded by NSW Department of Aging, Disability and Homecare (ADHC) and then NDIS funding from July, 2017.
- Currently leading a team developing a pilot Advocate Program for Young People with disabilities and additional needs aged 13 to 17 years which will be piloted in 2017.

Partners in Performance International (PIP) (2005-2015)

Recruiting Assistant

- Assisted the People Manager and an External Recruitment Specialist during a peak hiring season for this fast-growing international management consulting firm.
- Coordinated logistics for up to 40 candidates and interviewers per week located in different regions of the world.

Training and Development Consultant

- Managed successfully a 3-person team to review and update all training materials.
- Produced and trialed 50 interactive training session materials on a large range of consulting skill development topics. Materials included simplified presentations, workbooks and facilitator guides.
- Maintained weekly contact with CEO to outline progress and make recommendations and consulted with team of (10) management consultants to review and trial new materials.
- The success of the project led to the formation of a permanent Knowledge Team who now continually update training materials to meet the needs of both the consultants and client teams.

Editor – Company Internal Newsletter - Juice

- Worked as Editor of internal newsletter from 2007 to 2015.
- Produced 6 x 20 page issues a year for 6 years and then as organisation grew moved onto 11 x 15 page issues per year.

- Researched and sourced international client engagements and personal stories from staff in all regions around the world.
- Coordinated and undertook layout, editing, production and distribution of this valuable internal communication tool of this expanding global organisation.
- Distributed electronic newsletters in 2015 to over 400 staff in Australia, Africa, North America, Latin America, Europe and Asia which had grown from initial numbers in 2007 of 60 staff.

Performance Through People Pty Ltd (1999 – 2008)

Junior consultant

- Worked with both public and private sector organisations on a wide variety of Human Resource (HR) and People Strategy projects.
- Assisted the design and implementation of successful organisational change processes including the development of HR policies and practices.
- Co-designed creative organisational change and learning solutions and co-facilitated focus groups and workshops.

University of Wollongong – 2011 to 2017

Australian Health Services Research Institute (AHSRI) (2011 to 2017)

Research Fellow - Evaluation of the Noah's Shoalhaven, Kids Together Program (January 2014 to June 2016)

- Project managed 18-month research evaluation project.
- Built strong ongoing relationships and conducted interviews, focus groups, field observation, surveys and collected progress data from 266 research participants.
- Worked with parents, carers, allied health services trans-disciplinary team, early childhood education and care educators and children participating in this inclusion program.
- Maintained regular communication including organising regular meetings with all members of Steering Committee Group of industry experts and government agency that provided funding for this pilot program.
- Conducted analysis and synthesis of all data collected and co-authored final report.
<http://ahsri.uow.edu.au/chsd/projects/kidstogether/index.html>

During my time at AHSRI I also assisted on other research projects including:

- **Electronic Persistent Pain Outcomes Collaboration (ePPOC)**– Improved communication and training materials.
- **Aboriginal Chronic Disease Care Pathways in the Illawarra and Shoalhaven Regions** -Supported research analysis and formal and community report writing.
- **Caring for Community** – Conducted research analysis, team communication and data collection.

School of Education (2010 to 2016)

Researcher Fellow - Parent Room Advocate Training (January to December 2016)

This program covered a range of topics and resources to build skills and confidence for families to be a strong voice for their children including a focus on the upcoming introduction of the National Disability Insurance Scheme (NDIS) in NSW.

- Designed, developed and project managed the pilot Advocate Training for Parents and Carers of children with disabilities and additional needs.
- Managed community partnership relationships between the university, 2 not-for-profit organisations (Noah's Shoalhaven and CareSouth) and 18 Parents and Carers.
- Led and co-facilitated 2 x 8-week (1/2 day per week) training sessions in Wollongong and Nowra.
- Compiled a 90-page training manual of the Parent Room Advocate program now available free to the public. <http://socialsciences.uow.edu.au/resources/parentroom/index.html>

Tutor – Graduate Diploma of Education (GDE) Shoalhaven and Wollongong Campuses (2011 to 2014)

- Tutored up to 120 students per semester, both Primary and Secondary Pre-Service Teachers for 4 years for the Graduate Diploma of Education. Tutored 2 subjects - Educational Sociology and Literacy Across the Curriculum – Secondary.
- Designed and delivered weekly interactive tutorial tasks supporting lectures. Assessed and provided feedback to all students and received Tutor Evaluation Results with an average rating of 5 (out of 6) for all teaching outcomes.

Academic Liaison (GDE) Shoalhaven Campus (2012 to 2014)

- Co-ordinated all administrative tasks for official GDE documentation, exam supervision and supported between 40 to 60 students each year.
- Assisted staff working with GDE students, both academic and general, to ensure all teaching and learning activities (including all ICT platforms) proceeded smoothly and effectively for all stakeholders.

Research Assistant – Managing Children Program – Noah’s Shoalhaven (2010 to 2014)

- Undertook literature review, data collection and narrative analysis.
- Conducted observations of program and interviewed program team members.
- Co-wrote research report and drafted research grants and research papers.

Bundanon Trust (1998-1999)

Centre Manager

- Appointed first Centre Manager for The Arthur & Yvonne Boyd Education Centre.
- Managed small startup team establishing all administration processes
- Built and maintained ongoing relationships with local community, NSW & ACT schools, education departments, universities, adult education organisations and artists.

Macquarie University & University of Wollongong (1997-1999)

Student and Volunteer

- **Full time study** - Completed last year of Bachelor of Arts and Masters of Adult Education.
- **Adult Literacy Volunteer Tutoring** – Trained as an adult literacy volunteer and worked with adolescents and adults including participants with disabilities and English was their second language.

McKinsey & Company - (1991-1997)

Training and Development Co-ordinator

- Administrated international training program and co-ordinated all aspects of the local training program (scheduling, content, evaluating and reporting to senior management) and researched and developed new training initiatives for McKinsey & Company which is recognised as one of the world’s leading strategy management consulting firm.
- Facilitated interpersonal skills group training sessions and provided development plan coaching and counselling.
- Event Management experience – Organised logistics for a variety of McKinsey events including functions at the Art Gallery of NSW, Royal Botanic Gardens, Luna Park, Randwick Racecourse, Sydney Cricket Ground, Sydney Football Stadium and co-ordinated smaller in-office events

QUALIFICATIONS

Doctor of Education (2007)

Work Related Learning with the Arts
University of Wollongong

Master of Education (1998)

Adult Education
University of Wollongong

Bachelor of Arts (1997)

Education
Macquarie University

REFEREES ON REQUEST

PUBLICATIONS AND PRESENTATIONS

Publications:

- Manning, C., Williams, K., O'Brien, G., & Sutherland, M., (2017) *Using a logic model to evaluate the Kids Together early education inclusion program for children with disabilities and additional needs*. Evaluation and Program Planning. 61 (2017) 96-105
- Conley–Wright, A., Manning, C.E., Jefferis, D., Webster, A., & Warren, J., Parent Room Advocate Training Manual and Materials, December, 2016. On-line resource: <http://socialsciences.uow.edu.au/resources/parentroom/index.html>
- Clapham, K., Manning, C., & Williams, K., (2015). Report: Evaluation of Noah's Shoalhaven Kids Together Program. Centre for Health Services Development, Australian Health Services Research Institute, University of Wollongong.
- Manning, C., Verenikina, I. & Brown, I. M. (2010). Learning with the arts: what opportunities are there for work related adult learning?. Journal of Vocational Education & Training, 62 (3), 209-224.
- Manning, C., (2007) Work-related learning with the arts: developing work skills with the performing and visual arts, EdD thesis, Faculty of Education, University of Wollongong, 2007. <http://ro.uow.edu.au/theses/693>
- Manning, C., (2005). Learning with the arts: palettes, performance & employability skills. Rhizome, 1 185-201.

Presentations:

- Manning, C., William, K., O'Brien, G., & Sutherland M., (2016) -[*Use of goal attainment scaling in the evaluation of the Kids Together Inclusion Program in early childhood learning environments*](#). ECIA 12th Biennial National Conference, 'Choices that matter: ECI in a new era. Melbourne, 8-9 September 2016.
- Manning, C., Jefferis, D., & Warren, J., (2016) - [*Acting as the voice of one's child: the parent room peer support and advocacy training program for parents*](#). ECIA 12th Biennial National Conference, 'Choices that matter: ECI in a new era. Melbourne, 8-9 September 2016.
- O'Brien, G., Clapham, K.F., & Manning, C.E. (2015) *Evaluation of the Kids Together Program: Establishing transdisciplinary approach to inclusion that starts at the Early Childhood Education and Care Centres*. Improving Children's Lives: Translating Research for Practice, Policy and Community. The Inaugural Early Start Conference, Wollongong, 28-30 September 2015.
- Manning, C. E., Clapham, K. F., O'Brien, G., & Sutherland M., (2015) "Evaluation of the Kids Together Program: Taking a closer look at starting a trans disciplinary approach to inclusion in Early Childhood Centres.", 26th Early Childhood Intervention Australia NSW Conference, Sydney, 28-29 May 2015.
- Manning C., (2005) *Hidden Treasures: Work related learning using the arts* AVETRA Australian Vocational Education and Training Research Association Conference: 8th, Brisbane, 2005 www.avetra.org.au/publications/documents/PA052Manning.PDF
- Manning, C., (2004) *Hidden Treasures: Creative Approaches to work related learning using the arts* Bridging cultures ALA National Conference November 2004 www.ala.asn.au/conf/2004/manning.pdf
- Manning, C., (2002) *Revealing Hidden Treasures: Creating New Adult Learning Alliances for Arts and Cultural Institutions* Uncover - Volume 1 – Proceedings of the Uncover: Graduate Research in the Museum Sector Conference