



SERVICE MANAGER PROFILE: ALEISHA GILL PACT WEST COAST



What is your history with Pact?

I started working for Pact in 2018 as a support worker. Initially, I was working in our mental health recovery and outreach service. A few years later I spent some time in the child and youth team, as well as at Manuka Place (Greymouth). I also worked for a period of time helping to get a new intellectual disability service, Coulson Road (Greymouth), up and running. In 2022 I had the opportunity to step into my current role. Other than having a short period of time off on maternity leave, this is what I have been doing since.

What were you doing before coming to Pact?

After I left high school, I completed a pre-health and science course with the intentions of studying midwifery, however I put that goal on hold to focus on my young family. I then spent some time working as a caregiver at a rest home.

What attracted you to Pact?

I've always enjoyed helping people, and I saw some of the positive work Pact was doing in the community. I was finding my role as a caregiver was having an effect on my mental health. So, when I saw a job advertised, I thought it could be an opportunity to make a really positive change for myself, as well as an opportunity to be able to help others.

What is the best thing you do at work?

The best thing is having the opportunity to be part of the journeys of the people we support and seeing people achieve their goals – it's a real privilege.

What is the best thing about working for Pact?

I love the way our organisation is structured. I feel we are genuinely very client-centred and focused. Everyone, regardless of their role, is working together to support our people. I'm really proud to be a part of that.

What have you learned since being with Pact?

The importance of looking after yourself. Speak up if you need help, take time off when you need it, and spend time with those close to you and doing the things you love. It's true when they say "put your own oxygen mask on before assisting others". You cannot be there to support people 100% unless you are feeling good within yourself. Seriously.

What are you most proud of in your role?

I'm very proud that I had the opportunity to work in various support worker roles before becoming a service coordinator. I know what it feels like to be in that role, so I understand some of the challenges that can be faced. I think having that insight adds a helpful perspective to my role and gives me a greater sense of appreciation for our support workers and the work that they do.

What would you say to someone thinking about joining us?

All of the above.