

# Brian Motari

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## PROFILE

I am a dedicated and compassionate individual with a strong desire to work in social care field as a care and Support Worker. I am committed to promoting the independence and well-being of individuals with complex needs, learning difficulties, and mental health concerns. Through my experience and passion, I am eager to contribute to Support /Care Assistance to vulnerable children and adults.

## EDUCATION & QUALIFICATIONS

University of Eldoret, Kenya - Bachelor`s degree Project Planning and Management	2018
Christ the King College – Certificate in Computer Applications	2016
Chesamisi High School - Kenya Certificate of Secondary Education	2013

## WORK EXPERIENCE

### Support Worker | Hearten Limited, UK

July 2023 to Present

- Supporting service Users in their daily activities that matter to them.
- Identifying any safeguarding issues and reporting them accordingly.
- Engaged in updating care plan and risk assessment for the service users.

### Support Worker | Supported Independence

Jan 2023 to June 2024

- I acted as a key worker for more than two service users supporting with correspondence, and benefits applications.
- Identified any behavioural relapse and worked towards mitigation measures, including for safeguarding issues.
- Supported with Daily aspects of the service users including cleaning and cooking.
- Budget plans with service users as part of their journey to personal independence.
- Attended fortnightly meeting, weekly supervisions, and monthly reviews as part of performance appraisal.
- Lone working in a supported living with 10 in-house service users and supporting them with activities and medication.
- Creating personal cantered support plan and periodically reviewing it with service users whom I was key working.
- I managed to successfully key work 3 service users and update their support plan through the monthly supervisions.
- Created a strong relationship and identified different new activities for the service users to engage in including volunteering, sports, and others.

**Agency Health care worker [Carer] | Temp-Healthcare, UK****Sept 2023 to Feb 2024**

- I worked in different care homes (Hartcliff and Field House) supporting service users both day and night shifts.
- Supporting residents in different care homes with basics like feeding, eating, and drinking.
- Monitoring individual conditions like taking their temperature, pulse, and weight.
- Safely moving and caring for the service users/ residents within the care homes.
- Hourly, daily, and periodic reporting of service user's general progress (paperwork)

**Agency Health care worker [Carer] | Redcedar Care, UK****April 2023 to Aug 2023**

- I worked at Pennwood Lodge Care home supporting service users both day and night shifts.
- I supported the residents with feeding, medication, cleaning, and general activities in a care home set up.
- Supported with movement and handling of the residents by use of different equipment.
- I did periodic reports of service users, and I was involved in daily debriefing meetings before start of shifts.

**Junior Account Manager | Glovo App Kenya****Feb 2022 to Dec 2022****Q-Commerce**

- Managing partner-client relationships through google meet and occasional calls.
- Excellent partner support using CRM tools like Admin, Jira, and salesforce.
- Conduct surveys and collect feedback to enhance partner excellence.
- Achieved 70% score improvement from initial 35% interns of delivered orders, and overall support like partner training.

**Volunteer Carer | Sheba Medical Centre****Nov 2021 to Feb 2022**

- Interacting with patients and assisting with personal care as required.
- Welcoming patients to hospital, making them feel comfortable.
- Working flexible hours, nights, weekends, and holiday shift.
- Ensuring a good safe environment for patients

**Customer Experience Agent | Dlight Limited, Kenya****Sep 2018 to Oct 2021**

- Answer customer questions and provide information to resolve any issues.
- Obtain necessary information from customers to adequately follow up.
- Train new staff on how to use customer retention tool to assist customers.
- Document important customer information for future reference.
- Provide information and instructions about relevant products and services.
- Collect and record customer feedback and information and share with appropriate departments and team members.

- Contributed to average 80% Cash collection monthly from the set targets.
- Offered exceptional customer quality support as a customer experience agent.

## ADDITIONAL INFORMATION

### Mandatory Training – [Nov 2023]:

- Epilepsy Awareness
- Learning Disabilities
- Catheter Care
- Food Hygiene Awareness
- Dementia Awareness
- Autism Awareness

### Technical skills

- Project Management
- Medication
- First Aid
- Reporting

## INTERESTS

- Volunteering
- Nature and gardening
- Football and Sports

## REFERENCES

Thomas Ondieki | Managing Director - Hearten UK | [thomassa@thehearten.com](mailto:thomassa@thehearten.com)

Tate | Manager – Temp-healthcare | [recruitment@temphealthcare.co.uk](mailto:recruitment@temphealthcare.co.uk)

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