

DEPHINE RATEIWA

| 07443149964 | chikoshadeph@gmail.com

Summary

A caring, enthusiastic and empathetic caregiver who can adapt to different situations and interact well with service users. Voted employee of the month of October 2023. Able to prioritise and organise own work whilst supporting colleagues. Mature lady who is professional, cheerful, committed and understand the concept of confidentiality. Hoping to contribute numerous transferable skills if afforded the opportunity to develop a career in care within your organisation.

Experience

Support Worker

June 2023 to date

Impressions Care Agency - Bournemouth, England

- Providing high quality person centered care and guidance to individuals with complex mental health needs or physical disabilities
- Assisting individuals navigating challenges associated with having intellectual impairments, coupled with self-harming and complex behaviours such as verbal and physical aggression
- Supporting individuals through goal-oriented activities and daily living skills
- Assisting and accompanying individuals to access the local communities in line with their care plans
- Supporting, encouraging and respecting residents' personal lifestyles choices to promote their independence
- Safeguarding vulnerable individuals and medication administration
- Engaging in the development of appropriate risk control measures
- Adhering to and supporting infection policies and procedures
- Maintaining accurate and up-to-date documentation of residents' interactions and progress
- Communicating with residents' families, friends and other healthcare professionals.

Community Care Worker

February 2023 to May 2023

Hippo Health Care - Cardiff, Wales

- Delivering high standards of care to service users in their own homes
- Administering medication to service users and general housekeeping duties
- Changing incontinence pads, removing wet or soiled clothing
- Making meals and encouraging the intake of fluids
- Helping with personal care, promoting good health and well being
- Escorting service users to activities or medical appointments
- Chatting and engaging with relatives and providing care updates
- Providing emotional support and companionship to service users
- Monitoring and reporting any changes in service users' mental or physical status

Sales Clerk

January 2007 to January 2023

Badekk cc - Johannesburg, South Africa

- Stock management and handling customer complaints and queries

Pension Fund Administrator

April 2000 to December 2006

Old Mutual - Harare, Zimbabwe

- Management of pension schemes and life insurance policies

Skills

- Problem solving skills
- Excellent writing, listening and verbal skills
- Maintenance of patient records
- Management of challenging behaviours
- CPR and First Aid
- Health and Safety Awareness
- Ability to follow instructions and procedures
- Ability to operate equipment and aides
- Risk identification and management
- Medication Administration

Education

Home Based Care and First Aid Certificates

The South African Red Cross Society

Care Certificate

Pro Trainings

Level 3 Diploma in Health and Social Care

Institute of Mental Health

Diploma in Caregiving

Alison

Bachelor of Commerce in Risk Management

University of South Africa

References

Available on request

Additional information

- Full UK Driving Licence