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**James Nnamdi Iwuagwu**
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**Professional Summary**

A highly adaptable and hardworking Health Care Support Worker with extensive experience in mental health care, crisis management, and health and safety compliance. Strong leadership and problem-solving skills with a commitment to providing compassionate and effective care. Proven ability to work in both team-oriented and individual environments, always eager to learn and grow.

**Key Skills**

* **Patient Care & Support:** Expertise in providing therapeutic and physical support, personal care, and medication assistance.
* **Observational Skills:** Skilled in conducting therapeutic observations, physiological monitoring (NEWS2), and safety checks.
* **Communication:** Excellent listening and interpersonal skills, with experience in customer service and client correspondence.
* **Health & Safety Compliance:** Knowledgeable in HSE regulations and Covid-19 protocols, with experience as a compliance officer.
* **Leadership & Teamwork:** Demonstrated leadership qualities in supervisory roles, fostering teamwork and ensuring operational efficiency.

**Professional Experience**

**Health Care Support Worker (Mental Health)**
*NHS Professionals, January 2023 – Present*

* Provide therapeutic and physical support in line with individual care plans.
* Assist service users with personal care and medication.
* Conduct therapeutic and physiological observations (NEWS2).
* Facilitate escorted and shadowed section 17 leave.
* Perform environmental, security, and safety checks.
* Record and report incidents.

**Volunteer**
*British Red Cross, October 2022 – Present*

* Provide mobility aid services in Portsmouth and surrounding areas.
* Manage loans and sales of mobility equipment.
* Handle customer service and stock documentation.

**Health Care Support Worker (Mental Health)**
*McMillan Health Care LTD, July 2022 – January 2023*

* Delivered care in line with individual care plans.
* Supported service users with personal care and medication.
* Conducted continuous therapeutic and physiological observations.

**Health Care Assistant / Covid-19 Testing**
*Workforce Employment Solutions (Prenetics Project), January 2022 – July 2022*

* Managed parking and queue operations.
* Performed swabbing and sample collection for Covid-19 testing.
* Processed and uploaded test results.

**Admin Officer / Bookkeeping & Reconciliation**
*Fucil Global, Abuja, Nigeria, July 2020 – Present*

* Managed administrative tasks and bookkeeping.
* Ensured accurate financial reconciliation.

**Branch HSE Compliance Officer & Covid-19 Protocols Supervisor**
*Zenith Bank Plc, Nigeria, July 2020 – August 2022*

* Supervised health and safety compliance and Covid-19 protocols.
* Monitored fuel and diesel supply inspections.

**Cash Officer / Supervisor Cash and Teller Unit / GL Reconciliation**
*Zenith Bank Plc, Nigeria, July 2014 – August 2022*

* Oversaw cash and teller operations.
* Ensured accurate general ledger reconciliation.
* Managed customer transactions and service delivery.

**Education**

**M.Sc. Crisis & Disaster Management**
*University of Portsmouth, 2021 – 2022*

**M.Sc. Environmental Management**
*Enugu State University of Science and Technology, 2015 – 2017*

**B.Eng. Soil & Water Engineering**
*Federal University of Technology, Owerri, 2003 – 2008*

**Certifications & Training**

* **SARS-CoV-2 Antigen Rapid Diagnostic Testing Certificate** – World Health Organization, November 2021
* **Prevention and Management of Violence and Aggression** (NVQ/QCF Level 2)
* **NHS Professionals Mandatory and Statutory Training** (January 2024 – January 2025)
* **General Health Safety & Environment Course** – Nigerian Institute of Safety Professionals, 2009

**References**

Available upon request.