

# Sandra Murangari

**Geriatric Nurse / Home Nursing/ Home Care Aide, Carer/ Healthcare Assistant/ Care Assistant/ Caregiver/ Nurse Aide. Healthcare Aide.**

Bulawayo +263

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Eveline High School

1986 to 1990

GCSE Level

English C, Commerce C, Geography C, Ndebele C, Human & Social Biology C

Progressive College of Secretarial Courses (1992-1995)

Subject Grade

Elementary Typing Pass

Elementary Intermediate Pass

Business English Pass

Office Procedures Pass

Switchboard Operation Pass

Skills -Basic Life Support (BLS), home care, nursing, nursing management, Pediatric nursing, vital signs, wound care, cardiopulmonary resuscitation (CPR), case management, IV therapy, admissions, critical care, emergency medicine, nursing education, appointment scheduling, healthcare, acute care, nutrition, emotional intelligence, care coordination, nursing documentation, Geriatric Nursing, emergency services, administration assistant, rehabilitation, care planning, English, mental health, time management, interpersonal skills, patience, an eagerness to learn, be caring, integrity, reliability and trustworthy, attentiveness, sense of humor, dedication, going the extra mile, open-mindedness, calmness under pressure, critical thinking, supervisory, decision making, a sensitive personality, first aid, organisation, listening, strong communication, ability to use your own initiative, empathy, communication, teamwork, positive attitude, shift management, outstanding administration skills, healthcare sector experience, well-organized, friendly and polite, efficiency, supervising, compassionate, passionate, flexibility, relationship management, caring demeanor and kind, patient, professionalism, reliable, problem-solving, nursing, clinical duties, theaters, understanding, enthusiasm, hard-working, motivation, team work, adaptability, work ethic, honest, desire to help others, going the extra mile, ability to deal with difficult clients or customers, self-motivation, IT computer literacy MS Word, Excel, data analysis skills, analysis skills, internet, emailing, customer service skills, super visor, good communication skills both verbal and written, a positive attitude, technical skills, ability to multi-task and prioritize workloads, attention to detail, resilience, skills, high emotional intelligence, dependability and consistency, ability to work in stressful situations, ability to critically review your own work in terms of presentation, style, experience in acute care setting, exceptional organisational skills and ability to apply these in the way you plan your work and approach tasks, customer service, customer support, planning, ability and desire to understand project objectives, appreciating how individual tasks feed into the bigger picture of the project, an aptitude for delivering outstanding customer service, ability to tailor communication style (such as tone and frequency of interaction) to suit various audiences and situations,

while considering the needs of others, both internally and externally, ability to present concerns or feedback in an honest yet constructive way, skilled in relationship building, displayed both internally and externally, an excellent level of productivity, whilst effectively utilizing time and resource available, a high degree of tact, discretion and professionalism when dealing with confidential information, administration assistant.

Managing the front desk tasks of clinics/ hospitals such as retrieving medical histories, and answering phone calls, administering basic clinical tasks like taking vital signs, sterilizing medical equipment, drawing blood from patients, providing administrative support to other medical personnel, typing, record-keeping, greeting and directing patients and visitors in a courteous manner, responding to emails by current and potential clients, collecting personal information from patients, maintaining files, organizing, managing, and keeping an office running, responsible for clerical and organizational tasks like the organizing, scheduling appointments, assisting other staff members, and drafting correspondences or messages, IT computer, spreadsheets, presentations, reports.

Willing to relocate: Anywhere

## Work Experience

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### **Home Care Worker -Require Visa Sponsorship Tier 2/ International Applicant**

Mater Dei Hospital-Bulawayo

July 2018 to Present

- Home Care Assistant - Require Visa Sponsorship Tier 2 Skilled Worker/ International Applicant
1. Taking patients and preparing
  2. Theater cases.
  3. Keeping the sluice room clean / tidy
  4. Collecting clean swabs and theater instruments and taking dirty instruments and swabs to the theater.
  5. Taking patients for scan, x-ray.
  6. Going to the pharmacy to collect their medication
  7. Attending and taking down details of new admissions of a patient.
  8. Making sure they have fresh water to drink on a daily basis.
  9. Attending to patients call.
  10. Making sure they have enough linen to keep them warm throughout the night.
  11. Taking care of and treating bed sores by keeping them clean to avoid infections.
  12. Making sure their bed & surrounding areas are also clean to avoid cross infection from one patient to another.
  13. Knowing the patients diagnosis by name and the medication to give them.
  14. When giving medication to patients its important to know the strength, dose, time and observing them soon after giving them their medication.
  15. Dressing of wounds with clean bandages.
  16. Spinal injury
  17. Activate listening with patients call

18. Showing compassion to patients / Elderly Patients
19. Communicating effectively with patients / the elderly patients
20. Showing empathy to patients / the elderly
21. Doing 2 hourly turns to bed ridden patients
22. Knowing the patients diagnosis by name and the medication to give them.
23. Activate listening with the patients Calls
24. Going to the pharmacy to collect their medication
25. Attending to patients call
26. Casualty and Emergency Department
27. Administrative / Business Operatives
28. Tracheostomy care
29. Invasive and non-invasive ventilation
30. Airway suctioning
31. Cough assist
32. Autonomic Dysreflexia
33. Oxygen therapy and monitoring
34. Bowel management
35. Enteral feeding
36. Epilepsy and seizure management
37. Catheter care
38. Complex medication administration
39. Challenging Behavior
40. Complex moving and positioning
41. Young adult complex care

Professional Etiquette

Appearance

Professional good manners

Behavior towards the public/ patient

The religious customs of the patient

Bed making

Basic Human needs

Care of the elderly

Signs of ageing / the skin / the eyes/ height loss / post / stooping walk and arteries

Emotional tendencies / fear of death / loss of independence/ frustration/ loneliness/  
attitudes / personality / introversion / abstinence/ moodiness and lack of finance

Prevention of accidents in the geriatric home

Nutrition

Elimination / toileting / micturating / defecation / excreta

Equipment used / bed pan in females / in males / urinary

Commode

Measures to induce Micturation

Ensure complete privacy

Patients drinks a lot of water

Apply a warm towel on the pubic area. Patient to be supported and comfortably sitting on a warmed bed pan

Pressure Sores

Physically handicapped patients

Observation of excretor / cleaning after use

Diabetes Mellitus / Adult onset / juvenile onset no Insulin dependent

Hyperglycemia

Glycosuria

Osmotic diuresis

Hypertension

Polyuria (excessive urination) Polydipsia (excessive thirst) Polyphagia (excessive hunger)

Signs & symptoms- tingling & numbness of hands and feet/ wounds that do not heal/ sudden vision changes less cataracts

Recurrent infections

Fatigue and Weakness

Management / Diet -Low sugar Diet / Exercise to decrease weight / monitor blood sugar levels by doing heamo check-ups.

Insulin injections/ Juvenile onset

Hypoglycaemia - High low blood sugar

Complications

Diabetic ulcer

Diabetic Retinopathy (Blindness)

Diabetic neuropathy (complication of the brain)

Emaciated patients

Unconscious patients because of immobility

Incontinent patient because of ammonia in urine.

Obese patients due to heavy weight on pressure area.

The aged due to poor blood circulation

Giving of medicines/ it must have the patients name, name of the drug, dosage, strength/

dosage

When giving medicines watch out for reactions , vomiting , rash , itchinness , blared vision, nausea.

Senile Dementia- is a broad term used for a syndrome characterized by a general decline in higher brain functioning such as reasoning with a pattern of eventual decline , inability to perform even basic activities of daily living such as toileting and eating.

Severely frail-completely dependent for personal care from whatever cause (physical or cognitive) Even so they seem stable and not at high risk of dying within six months.

Very severely frail- Completely dependent approaching the end of life. Typically they could not recover even from a minor illness.

Terminally ill- Approaching the end of life. This category applies to people with a life expectancy +- 6 months who are not otherwise evidently frail.

Scoring frailty in people with Dementia / The degree of frailty corresponds to the degree of dementia. Common symptoms in Mild Dementia include forgetting the events of a recent event though still remembering the event itself , repeating the same question/

story and social withdrawal.

In Moderate Dementia recent memory is very impaired even though they seemingly can remember their past life events well. They can do personal care with prompting.

In Severe Dementia they cannot do personal care without help.

Passion , sincerity and a genuine concern for others.

Chronic global

Brain failure Dementia

Types of Dementia

Alzheimer's Disease

Arteriosclerotic Dementia

Causes of Dementia

Genetic/ Neurotransmitter changes/ Vascular abnormalities / Stress/ Head Injuries/

Infections (fungal, meningitis, criptococases,infections-chronic alcohol abuse)

Intermediate Signs/ Late or severe signs

Management of Dementia

Occupational and physical therapist can evaluate/ environmental measures/ drugs/ Care

giver assistance/ End of life issues/ observations/ respiration / blood pressure / weight /

urine output and input/ skin color / pressure sores / wounds/ bruises, rash/ swelling

Ekuphumuleni Nursing Home - Geriatric Nurse - Require Visa Sponsorship Tier 2 Skilled Worker / International Applicant - 2019 to February 2023

- Caregiver and the patient / Community
- The body and how it works
- Toilet care

- Environment and bed making
  - Dressing and Undressing
  - Personal Hygiene
  - Feeding and Nutrition
  - Medical terminology
  - Breathing
  - Helping the patient with his or her feelings
  - Wound care
  - Medicines
  - Caring for patients with infectious diseases
  - Care of the elderly
  - Caring for a sick baby or child
  - Caring for people with HIV and AIDS
  - Death and Dying
  - Death and Dying and Support for the family
  - The Patients family
  - The caregiver and the family
  - Resources and support
  - Lifting and moving
  - Bedpans
  - Pressure ulcers
  - Heavy lifting
  - Incontinence
  - Bathing and skin care
  - Oral care
  - Home care
  - Relationship management
  - Care experience
1. Taking patients and preparing
  2. Theater cases.
  3. Keeping the sluice room clean / tidy
  4. Collecting clean swabs and theater instruments and taking dirty instruments and swabs to the theater.
  5. Taking patients for scan, x-ray.
  6. Going to the pharmacy to collect their medication
  7. Attending and taking down details of new admissions of a patient.
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  23. Going to the pharmacy to collect their medication
  24. Attending to patients call
  25. Casualty and Emergency Department
  26. ICU Department
  27. HDU- High Dependency Unit
- Conflict Resolution Safeguarding Adults Safeguarding Children Privacy and Dignity Communication  
Basic life support  
Conflict Resolution, Dealing with Aggression and Violence Control of substances hazardous to health  
Food Hygiene  
Handling Complaints  
Infection Prevention and Control  
Lone Working  
Mental Health Awareness  
Moving and Manual Handling (Theory)  
Reporting of Injuries, Diseases and Dangerous Occurrences anxiety  
Autism Awareness  
Awareness of Learning Disabilities Awareness of Mental Health Catheter Care  
Diabetes Awareness Epilepsy  
Hand Washing  
Medication Competence Assessment

## **Home Care Assistant**

Mater Dei Hospital-Bulawayo

July 2018 to Present

Dear Recruitment Manager,

Application for Home Care Assistant- Require Tier 2 Sponsorship Visa-International Applicant

I truly believe that home care assistant are ones of the most important jobs out there. We help people to live their lives in a way that they wouldn't be able to do without our help. Helping them retain as much independence as possible with as much dignity as possible is always my primary goal. I enjoy helping others and making a positive difference in their lives. I am in the care worker industry by training as a health care assistant. I am passionate about my care work. I am self-driven, hard working, caring and kind, enthusiastic, resilient, approachable, good leadership qualities, excellent communication skills, experience in acute mental health, interpersonal, good follow up skills, compassionate full of empathy and can work with minimum supervision. I like care work because I want to alleviate pain and suffering from people. I love to see people getting back to good health and leading happy lives again. I am committed to providing my patients with the best care possible. I always practice compassion and understanding as I know how important this is to the well being of my patients. I have always been interested in work that involves helping others and making a positive impact. I enjoy being an activity member of my community and helping people.

Thank you for the opportunity to apply for this job. I believe I am the perfect candidate for this role. I have experience working as a home care assistant at Mater Dei Hospital, domiciliary care, nursing homes, home care, community care - Ekuphumuleni home, bed making, damp dusting, bed bath, up baths and oral care, care of incontinent patients and prevention of pressure ulcers, care of patients with diabetes, care of patients with dementia, care of patients with stroke, care of patients with disabilities, asthma, epilepsy, cancer, simple dressing, observations, serving meals and feeding patients, administering prescribed medicines under supervision, lifting techniques, encouraging mobility, toileting, bathing, supporting adults with challenging learning disabilities, mental health, complex health and social needs, domiciliary care, person-centered, planning, dementia homes, adults with learning disabilities, adults / children with mental health issues, physical disabilities, complex care experience, stoma care, tracheal suctioning, nebulisation, observations, oxygen therapy, pressure area care, psychosocial encounter with patients , ventilation via tracheostomy, PEG tube feeding, nebuliser and oral suction, catheter care, ventilation/ respiratory/ cough assist experience, basic first aid, nursing experience, tracheostomy care, colostomy care, ICU, emergency, critical care, Parkinson's disease, Autism , spinal injuries / acquired brain injuries, physical or mental impairment, epilepsy, diabetes, PEG feeding, palliative care, dementia, oral suctioning, oxygen saturation, manual handling equipment, chart-checking observations, wound care, mobility, knowledge of safe patient handling techniques, assessments of patient vitals and collection of vital samples for laboratory testing, intravenous, oral and syringe medications, incontinence management / continence, grooming- dressing, oral care, personal hygiene, nutrition, recording fluid intake / output food charts, bowel movement, observations such as temperatures, respiration, pulse, oxygen saturation, catheter management, oral suctioning, repositioning patients, assuring nutrition and fluid needs of patient are met, providing correct diet and amount of fluids; documenting on intake and output, basic nursing skills including bed-making, vital signs, administering oxygen, ambulation, transferring, proper use of body mechanics and maintaining infection control and safety standards. traveling to patients' homes and managing their care plans according to physicians' instructions, insulin, urine, and stool tests, inspecting wounds, changing dressings, and handling personal grooming and hygiene.



Excellent communication skills, both verbal and written, strong interpersonal skills and ability to build rapport with clients, adaptable, ability to prioritize work, holistic approach to care, ability to work in a fast-paced environment, good time management skills, patience and empathy when dealing with the elderly, physical stamina and ability to assist with mobility, attention to detail and a proactive approach to care, personal hygiene, strong leadership, a caring nature, compassionate and empathetic nature, patient demeanor, team work and on own initiative, resilience, reliability, patience and flexibility, ability to prioritize tasks and time management, strong attention to detail, ability to follow instructions accurately, CPR, experience working in nursing team, primary care, clinical skills.

Please see my attached CV. I have an international drivers license, my IELTS certificate- Listening 4.5, Reading 4.5, Writing 6.0 and Speaking 7.0- Band Score 5.5, police clearance.

I look forward to hearing from you in the near future.

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## Education

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### **GCSE or equivalent**

Progressive college of secretarial studies/ Receptionist/Switchboard operator - Bulawayo  
January 1990 to Present

### **English Language C**

Eveline High School  
1986 to 1990

## Skills

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- Written skills , Emotional Intelligence , Professional ethics , Working with children check, administration, Judgement and decision making, computer skills, People management and time management , team work, integrity, interpersonal skills , adaptability , genuine personal warmth, optimistic attitude, Active listening , Attention to detail , compassion , communication skills, critical thinking , empathy , professionalism , aspirational ,responsive excellence, companionship, love , kindness
- Critical thinking, good communication skills, excellent team player, enthusiastic, motivated, a tactful nature, knowledge of safeguarding in relation to service user, experience working with young people in a housing, care services, community development, experience of dealing with the general public within a customer care environment managing staff, willing to learn, good written skills for effective correspondence, report writing and statistical work, computer literacy including the ability to use a range of office software packages, database, good time management and organisational management skills ability to work effectively within a team structure, ability to work under pressure and to meet deadlines, flexibility of working hours to meet deadlines when appropriate. (3 years)
- Medical Surgical
- Med Surg
- Home Health
- ER
- LVN
- LPN

## Languages

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- English - Expert

## Awards

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### **Home Nursing**

July 2018

Care Certificate - St John Ambulance Association of Zimbabwe

BC /223 / 2021 TO 10/07/2024

## Certifications and Licenses

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### **Geriatric Nursing Certificate**

February 2019 to Present

Geriatric Nurse

## Additional Information

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Lifesaver International First Aid CPR

Certificate : 19/10/2018 - Certificate No. HF / 207/ 2018

St John Ambulance Association of Zimbabwe