**Amanda Dube**

Healthcare Assistant

**Address-** 26 Britten Close, Elstree Borehamwood WD63HT

**Contact number -** 07438728236

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**Personal Information**

* Date of Birth: 21/10/1986
* Gender: Female
* Nationality: Zimbabwean
* Driver: Full UK Driving Licence

**Professional Summary-** Professional Healthcare Assistant who has a genuine desire to help vulnerable people. I am experienced in developing a level of care unique to every situation through compassion and empathy. I can quickly build rapport with the people, thereby gain a greater awareness of their practical and social needs to give them personalised care. Currently hold a Health and Care Visa, seeking a new opportunity with a progressive employer who rewards hard work and commitment and can provide a Certificate of Sponsorship to update my visa.

Key Skills

* Strong planning and organising abilities
* Effective time management
* Proficiency in medication administration
* Excellent communication and interpersonal skills
* Ability to work independently and collaboratively
* Competent in taking observations (BP, temperature, glucose checks)
* Proficient in personal care assistance and toileting support
* Resilient and adaptable in challenging situations

Professional Competencies

* Skilled in developing and implementing care plans
* Familiar with a variety of cultural and social backgrounds
* Knowledgeable in basic healthcare and hygiene standards
* Calmly handles anxious or aggressive patients
* Committed to health and safety guidelines
* Uses initiative and maintains composure under pressure
* Excellent team player with strong emotional endurance
* Sensitivity in addressing delicate situations
* Capable of handling long and demanding shifts

**Work History**

**Forest Care Village Borehamwood: United Kingdom**

Healthcare Assistant- Nov 2022 to date

* Cover day, night, weekend and holiday shifts.
* Documenting and reporting service user care data into electronic charts with 100% accuracy
* Preserving service users' dignity while performing tasks related to personal hygiene, including bathing, dressing, toileting, bedpan changes, showering and oral care.
* Operating hoists to move service users in and out of bed.
* Using manual handling techniques and lifting aids to position service users in safe, comfortable postures.
* Feeding service users with severe limitations and assisting more mobile clients with self-feeding
* Changing bed linens, washing clothes and cleaning living rooms to maintain healthy personal environments.
* Managing aggressive and threatening behaviour, working with service users suffering mental health disorders
* Prioritising person-centred care to maximise independence for service users with dementia and limited mobility.
* Preventing 80% accidents and falls by ensuring cleanliness and tidiness of service users' rooms.
* Involving service users in decision-making to promote independence.
* Established turning and repositioning routine for bedridden service users that led to 80% reduction in reported bedsores.
* Work effectively and professionally within the policies, procedures, aims, objectives, and philosophy of the company with my colleagues.
* Charting daily observations, mobility activity and eating percentages to aid continued client assessment.
* Observing residents’ condition and behaviour closely, reporting changes or concerns promptly.
* Successfully positioning, lifting, and moving residents from bed into wheelchairs, applying safe handling techniques
* Ensuring optimal hydration, monitoring, and recording patients' fluid intake and output in fluid balance charts
* Prioritising residents' welfare, providing comfort, reassurance, and support to reduce anxiety and distress.

**R4R Homecare services: Watford United Kingdom**

January 2023 to date: Home Support worker (part time)

* Providing physical support which may include helping with household tasks and personal care.
* Providing emotional support for an individual and their families.
* Supporting and helping with health care needs, including routine checks or administrating medication.
* Encouraging and supporting the development of personal skills through hobbies and interests.
* Teaching life skills, such as shopping, using public transport and paying for bills.
* Working with other healthcare professionals to ensure that all care needs meet the highest possible standards.

**Premier Services Medical Investments Hospital Zimbabwe**

 Nurse's Aide | Jan 2019 – Oct 2022

● Provide patients with help moving in and out of beds, baths, wheelchairs, or automobiles and with dressing and grooming.

● Wash, shower, and dress patients

● Help patients use the toilet.

● Turn, reposition, and transfer patients between beds and wheelchairs, following proper moving and lifting procedures.

● Serve meals and help patients eat.

● Observe patients' physical, mental, and emotional conditions.

● Observe fluid intake and output.

● Report abnormal changes or patterns to nursing staff.

● Empty bedpans and change dirty linens.

● Report violent or a change in behaviour.

**PSMI House Medical Centre- Zimbabwe**

Dental Receptionist- Dec 2013-Dec 2018

● Greeting and welcoming patients to the practice

● Scheduling, rescheduling, and cancelling appointments as needed.

● Assisting patients to fill out information and medical forms.

● Preparing and sending patient bills and claims.

● Updating patient charts and schedules for the dental staff.

● Managing and organizing specialist referrals.

● Updating patient records and documenting recent treatments and procedures.

● Scheduling follow-up appointments and providing telephonic reminders.

● Communicating with medical insurance providers to determine if patients are required to make co-payments.

● Verifying methods of payment and collecting payments as needed.

● Performing general office duties, such as answering telephones, photocopying, filing, and faxing.

**Employment gap 1-June 2011-Nov 2013**

Caring for an epileptic family member.

● Kept the patient safe during and after a seizure.

● Called for medical help, giving first aid and emergency medication.

● Stayed with the patient and take them to social events and to a doctor safely.

● Noting any pattern or trigger to their seizures

● Helped with their routine of taking anti-epileptic drugs (AEDs)

● Accompanied the patient to appointments, helped to take notes, or providing descriptions of seizures to their doctor.

● Joined in with his leisure activities that could pose a safety risk, such as swimming.

● Assisted the patient to adapt and provide a safe living environment for him.

**Employment gap 2-January 2009-May 2011**

Taking care of my father who had Parkinsons disease.

● Ensure that he had his medication on time.

● Keep all doctor’s appointments and follow doctor’s orders.

● Work with the physiotherapist to help the patient.

● Aid patient with everyday activities including personal hygiene.

● Be patient and offer social support when needed.

● Offer mental comfort.

**Students Partnership Worldwide Zimbabwe**

Peer Educator-January 2006-December 2008

● Learn and maintain updated information on family planning, growth and development, sexually transmitted infections, and other adolescent social, sexual, and health-related issues.

● Provide accurate information on family planning, growth and development, sexually transmitted infections and other adolescent social, sexual and health related issues to other teens and community groups.

● Make referrals to appropriate agencies when necessary.

● Planning, presenting, and evaluating sessions.

● Keep accurate records of team building activities carried out.

● Adolescent reproductive health education**.**

**Professional Care Certifications**

* 15 Care Certificate Standards
* First Aid Plus -Level 3
* Mental Health -Diploma
* Level 2 Certifications in the following- Basic life support, Basic Food Safety, Sharps Awareness, Entonox Awareness, Conflict management, Mental Capacity Act, Diabetes Awareness, Epilepsy Awareness, Communication in Care, Fire Marshal Training, Lone Working, Equality Act 2010, COSHH Awareness for Employees, End of Life Awareness, Slips Trips and Falls, Autism Awareness, Duty of Candour in Care, DOLs, Medications, CPR Awareness, Hand hygiene, Anaphylaxis Awareness, GDPR, Risk Assessment Awareness, Oliver McGowan Tier 1, Safe use of bed rails, Sepsis, NEWS and Vital signs, Coronavirus awareness and infection prevention and control, Customer care and teamwork, LifeVac, Stroke Awareness
* **Current Studies** - Health and Social Care NVQ Level 3

**Education**

* BCom Honours Degree in Human Resources Management, Lupane State University, Zimbabwe (May 2017 – Nov 2021)
* 3 Advanced Level passes, Herentals College, Zimbabwe (Jan 2003 – Nov 2004)
* 7 Ordinary Level passes, Gwamure High School, Zimbabwe (Jan 1998 – Nov 2002)

**Additional Information**

* Clean DBS
* Right to work in U.K
* Willing and ready to relocate within U.K
* Access to own car
* References available upon request.