

WORK RESUME

MILLICENT NGOZI MONYE

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PROFILE

I am an experienced, committed & conscientious worker. My experience is rooted in adults & children Services, administration and marketing. I have experience spanning over ten years working as an administrator, marketer and with children, young people and vulnerable adults from all backgrounds and daring life circumstances. I have expertise with persons with Dementia, Learning Disabilities, Autism, Mental health, Homelessness, Hotel Support, looked after children in Residential Care & Assessment/Hospital Discharge. I possess sound assessment and interpersonal skills; I can communicate effectively verbally and in writing. I work in adherence with the principles of safeguarding and also ensure social-emotional support needed to care for the clients.

CORE COMPETENCE:

Ability to meet the needs of several clients at one time.

Ability to work independently and as part of a team.

Active listening

Knowledge of changing standards and codes of conduct.

Non-judgmental attitude.

Patience & adaptability under stress.

Bookkeeping skills

Time/Project management skills.

WORK EXPERIENCE

CARE AND SUPPORT STAFF LIMITED, AUGUST 2023 – TILL DATE ALL AS AGENCY HCA STAFF

- **Providing safe and compassionate support/care to service user, such as moving and handling, personal/person centered care & physical activities etc**
- **Assist in mental health support to mentally deranged residents**
- **Maintaining a well detailed support to vulnerable service user such as showering and dressing, supporting with eating and drinking.**
- **Give support to nurses to check vital signs for patients and also administering medications.**
- **Support patient with transportation needs when required such as walking and pushing wheel chair**
- **Assisted with mobility impairment, making sure patient is comfortable.**
- **Provide social support and companionship to patient.**

CARE AND SUPPORT STAFF LIMITED, SUPPORT WORKER AUGUST 2023 TILL DATE

- **Intervene in crisis situations to assist service user.**
- **Perform light housekeeping tasks, such as dusting, vacuuming and changing bed clothes.**
- **Accompany service user to medical appointments.**
- **Provided advice, assistance and support on a 1:1 basis to enable young people to address past and present difficulties, whilst providing emotional support at times of difficulty or stress.**

- Support residents with feeding, tidy resident's apartment and take to amusement parks for fun.
- Encourage residents to complete tasks and offer activities

BLUE DIAMONDS PROFESSIONAL CARE SERVICES, DOMICILIARY CARE

. FEBRUARY 2023 – JULY.2023

Duties:

- Assisted with mobility impairment, making sure patient is comfortable.
- Provide social support and companionship to patient.
- Observed and monitored patient physical wellbeing and reported any changes
- Assist service user with personal care tasks, such as washing, dressing, eating and toileting.
- Perform light housekeeping tasks, such as dusting, vacuuming and changing bed clothes.
- Accompany service user to medical appointments.
- Assist with personal care and other daily living activities such as feeding, showering, cleaning, ironing etc
- Assisting N/C when needed and reporting any changes observed during routine check to the N/C
- Working in adherence with the care plan of residents and taking daily notes and any observed changes to the supervisor

RESTORE MEDICAL CENTRE, HOSPITAL ASSISTANT

MAY 2021 – OCT. 2022.

Duties:

- Promoted independence and self-esteem by allowing patient to complete specific personal tasks on their own in accordance with care plan and as directed by the nurse in charge
- Acted quickly and appropriately during emergencies, following various protocol
Collaborate with other professionals to evaluate patients' medical or physical condition and to assess service user's needs.
- Interview service users to gather information about their backgrounds, needs, or progress & evaluate potential problems in home or work environments of service user.
- Collaborate with other professionals to assess residents care plan.
- Monitor, evaluate, and record progress according to measurable goals described in care plan.

RIVER STATE MINISTRY OF HUMANITARIAN AFFAIRS

SUPPORT WORKER, MAY 2019- MAY 2021

Duties:

- Collaborate with other professionals to evaluate patients' medical or physical condition and to assess service user's needs.
- Interview service users to gather information about their backgrounds, needs, or progress & evaluate potential problems in home or work environments of service user.
- Collaborate with other professionals to assess residents care plan.
- Intervene in crisis situations to assist service user.
- Monitor, evaluate, and record progress according to measurable goals described in care plan.

- Provided advice, assistance and support on a 1:1 basis to enable young people to address past and present difficulties, whilst providing emotional support at times of difficulty or stress.
 - Attended to day-day matters in relation to childcare (cooking, cleaning, general maintenance around the home etc.). Also provided support for young people in their education & extracurricular activities, supporting them in the classroom if necessary.
 - Acted as an advocate at meetings where the young person is the subject of discussion
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 - **KELLOGG'S LIMITED COMPANY, SALES ASSISTANT, Jan 2020-April 2021**
 - Advised customers on company products
 - Discussing benefits of items under consideration
 - Recording the purchased stock on the system
 - Resolved customer complaints utilized excellent listening and questioning skills.
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- CANTEX OIL SERVICING LIMITED, MARKETING ASSISTANT. Mar 2018- Sep 2020**
- Provide support to marketing department
 - Perform market and client research
 - Create reports on marketing performance
 - Work with marketing team to manage marketing initiatives

POWER HOLDING COMPANY OF NIGERIA (PHCN), MARKETING ASSISTANT. Oct 2016-Sep 2018

- Preparing of vouchers
- Calculating of payment (large)
- Sorting and arrangement of bills
- Filling of bills
- Attending to customer's complaints
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- **DELTA LINE TRANSPORTATION COMPANY, ADMINISTRATIVE ASSISTANT. Oct 2014-Dec 2016**
 - Greet visitors at reception
 - Order office supplies
 - Writing and signing of receipt/ invoice
 - Applying for spare parts
 - Posting purchases items to ledger

QUALIFICATIONS/CERTIFICATIONS

Basic Life Support & Moving/Handling

THE HEALTH AND SAFETY GROUP

DEMENTIA, FALLS AND FRACTURE PREVENTION

FLORENCE ACADEMY UK

BASIC LIFE SUPPORT (THEORY)

FLORENCE ACADEMY UK

INTERNATINAL MANAGEMENT (MSC) 2024
UNIVERSITY OF WORCESTER, ENGLAND

ECONOMIC STATISTICS EDUCATION, BSC(ED) 2009

COMPUTER EXPERIENCE:

Microsoft word and Excel

REFERRALS

Reference will be provided on request