

## **NOREEN NOKWANDA SHANGE**

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### **PERSONAL STATEMENT**

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I am an enthusiastic, self-motivated, reliable, responsible and hard-working individual who can work under minimal supervision and can easily work under pressure. I am a dedicated and passionate person who strives to accomplish anything that I set my mind on. As a caring and reliable individual, I have a passion for supporting those who need it most and helping them make the most of their lives. The smallest gesture makes a difference, so I try my best to be mindful and open to anything that is required of me. I have a patient and resilient personality and I value my duties at all times.

### **WORK HISTORY**

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#### **1. Health Care Assistant**

**February 2022 - present**

##### **Petersen Industries**

- Delivering care as per service user's care plan.
- Providing personal care (showering, bathing, shaving and oral hygiene).
- Supporting residents with mobility issues and transfers using appropriate equipment.
- Support with feeding and hydration.
- Observation and documenting.
- Physical care, support with emotional well-being and following safe-guarding procedures including fire safety.
- Providing companionship.

#### **2. Health care assistant**

**May – June 2023**

##### **June's Haven - Volunteer**

- Delivering care as delegated by the registered nurse and senior staff members.
- Supporting daily living activities such as eating, showering, bed baths and toileting.
- Observation and reporting any changes in patients.
- Monitor communication problems and swallowing difficulties
- Assisting with mobility
- Helping with lifting and handling of patients.
- Helping patients with medication administration
- Facilitating and ensuring social events to stimulate, educate and entertain the patients.
- Maintaining a clean and healthy environment in compliance with universal precaution guidelines and safety standards which improved patients' overall satisfaction with the facility by 80%.

### 3. Receptionist

June 2006– December 2021

#### Citrix Systems

- Meeting and greeting of visitors Ensure the reception area is kept clean and to Citrix Standard

Ensure any facilities in the reception area such as reading material, refreshments etc are maintained and cleaned regularly

Answer the phone in a professional manner ,taking and transferring phone messages

Deal with incidents and emergencies within the building and escalate through the defined contact

Risk Assessments and Health & Safety Files kept safe

Daily opening of mail and distribution,tracking of outgoing mail and packages

Ordering office stationery,groceries,and cleaning products

Liaise with building contractors and suppliers whilst working on the premises and ensure local statutory regulations and H&S policies are followed

Arrange courier for employees

Arrange catering and prepare boardrooms for all in house training and executive meeting

Point of liaison for copiers and suppliers

Provide administration support for EMEA facilities team and Sales Team Report to a team in Europe and America

### **SKILLS I WILL BRING TO YOUR SERVICE**

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#### Effective communication skills

I can communicate easily with people from various standings regardless of language, cultural and social background allowing continuity of care.

#### Observation skills

I have good observational skills which allow me to quickly notice if there is an anomaly in the health and social well-being of patients.

#### Elderly care expertise

I am supportive, understanding and sensitive to the needs of the elderly and have the ability to easily and efficiently assist in their daily living.

### Dementia care

I have the ability and patience to care and interact with patients suffering from dementia.

### **EDUCATION**

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1. Diploma in Caregiving
2. Manual Handling in the Workplace
3. Fire Fighting and First Aid Level 1
4. Care Certificate Course - 15 Standards
5. Childcare and EYFS
6. Matric Certificate

**References available upon request**