

PRINCESS LAURETTA ADAMS

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Profile

My experience has mainly been in care/support work, volunteering, community and hospitality services. These roles have made me a pace setter, goal oriented, improved my academic records, enhanced my interpersonal skills and my relationship with people. I am organised and a problem solver who readily adapts to change, work independently and exceeds expectations. Also, juggling through multiple priorities and meet tight deadlines without comprising quality. My intention is to gain valuable experience, acquire of new skills, take up more roles and responsibilities to continually develop myself.

Care qualification

Equity, diversity and Me	Mental Health First Aider
Human health – Diet and nutrition	Back care manual handling
Safe guarding of vulnerable children and adults	Nursing and patient care
Moving and handling (practical and theory)	Raising the issue of physical activity
Health and safety (practical and theory)	Infection control
Food hygiene	Diploma in mental health
Deprivation of liberty	First Aid awareness
Challenging behaviour	COSHH
Managing safety and health in schools	Record keeping
The listening project	

Personal skills

- Good record keeping and data management
 - Positive attitude to work
 - Good team work and interpersonal skill
 - Commitment to work
 - Open minded and keen to learn
 - Prioritizing to meet deadlines
 - Good communication skills
 - Focused and goal oriented
 - Enthusiastic, patient and persistent
 - Sustaining long term relationships with clients
- Attention to details.
 - Learning and reflection
 - Flexibility
 - Good organisational skills
 - Active listener
 - Good time management
 - Value client needs
 - Competent, reliable and trustworthy
 - Adaptability to changing schedule

Academic qualifications with dates

De Montfort University, Leicester, UK (Health studies – B.sc)	2013 - 2014
Federal University of Technology, Minna. (Environmental Technology- Post graduate)	2010 - 2012
Abia State University, Uturu (Geology – B.sc)	2003 – 2008

Volunteering experiences with dates in UK

- Soft Touch (Placement) (2014)
- Secretary of the Nigerian Student Society (2013 - 2014)

- Coping with cancer, Leicester (2013 - 2014)
- Welfare officer of the Nigerian Student Society, (2014)
- International Conference of Nigerian Student (ICONS) (2015)
- Diabetes UK (Community Champion) (2015 - 2017)
- Course representative for 1st year students in Health Studies Department (2014)

Work experiences

Jan 2018 – Nov 2018	Soft Touch	Placement
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Main duties

- Manage issues around substance misuse, anger management, mild learning difficulties and mental health issues amongst young adults.
- Teach young adults the skills they need for independent living including arts, music and craft.
- Interacting with young adults on a day to day basis. Also, listen to their concerns, counsel and take appropriate actions if necessary.
- To support young people in their transition from childhood to responsible adulthood, encourage their social development and individual fulfilment, and help and encourage them to engage more actively in society.
- Encourage young people carry as much responsibility for their own lives as they can reasonably and demonstrably be expected to carry, keeping them informed of their circumstances and rights, involving them in planning their lives, supporting them and helping them towards taking greater control and responsibility.
- Document and record their progress through the use of a daily log entries, daily reports, monthly reports, progress charts and key work sessions.
- To ensure that young people facing particular crises and stresses are offered appropriate additional support and to ensure that staff are supported in dealing with this work.
- Ensure the development, implementation and monitoring of individual care plans.

Aug 2017 - Nov 2018	TLC	Support worker
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Main duties

- Managing clients challenging behaviours
- Aiding and providing support to individuals with learning difficulties; both emotionally, mentally, physically, socially, practically, financially and with general mobility.
- Liaising with relevant authorities to provide additional support for people with learning disability and their families.
- Monitoring the health conditions of individuals supported and report any changes.
- To promote independence, life skills and informed choices in accordance with the individual care plan and to enhance inclusion in the community.
- Promote effective communication and relationships with Service Users and work colleagues and to be aware of communication differences and adopt an approach that minimises the effect of such differences.
- Writing clients daily notes and reports and ensuring that the records are wholly accurate, up-to-date and completed in a timely manner.

June 2016 - Oct 2018 Coping with Cancer, Leicester Receptionist/Administrator

Main duties

- Entering of patients data, dealing with emails, phone calls and responding to general enquires
- Provide clients with information to address inquiries regarding products and services in accordance with the company's guidelines and policies.
- Auditing and pricing of gift items to be sold.
- Entering schedules for Counsellors and Therapists
- Creation of posters and sign posts.
- Receiving and posting mails
- Ensuring proper filing of documents
- Monitoring visitors log books.
- Assisting clients, staffs and other duties as may be required.
- Design, implement and execution of campaign strategies.
- Sharing and documentation of ideas with management, staff, marketers and sales team.

June 2016 - Aug 2017 Care Staffing Solutions, Leicester Care/support worker

Main duties

- supporting people with their personal care and social activities
- Speaking with patience to assess what care and support they need
- Supporting patients with learning disability physically, socially and emotionally.
- delivering care and support to patients in the end of life care units
- Moving and handling
- Back care handling
- Liaisoning with family members and managements to improve support and care on residents.
- Working both day and night to care for residents
- Ensuring that that clients medication are followed up and administered correctly
- Ensure that clients care plan are adhered to and reviewed
- Proficiency in managing challenging behaviours
- Ensuring clients get to their given appointments on time

June 2016 – Aug 2016 B&B Residential Care home, Manchester Carer/support worker

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Oct 2015 – Dec 2015	A&A, Hay market, Manchester	Customer Service Officer
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Main duties

- Provide customers with information to address inquiries regarding products and services in accordance with the company's guidelines and policies.
- Help resolve any customer complaints
- Promoting sales and contributes to team effort by accomplishing related results as needed by the organisation.
- Building relationships with customers and improving on customers complain

Key skills

- More than two years' experience in all round excellent care skills including personal domiciliary and living in care.
- A good listener and communicator with compassion, patience and understanding.
- Trained in manual handling, first aid and food hygiene.
- Good working knowledge of national care standards and health and safety legislations as applicable to support working.
- Team player with good use of my own initiative
- Trained mental health first aider with more than one year experience caring for clients with suffering from poor mental health and behaviours.
- More than one year experience in providing one to one support to client in their various homes
- Promote business expansion and create upsell opportunities.
- Organise workflow and ensure that employees know their duty.
- Preparing, compiling and sending progress report.

Referees

Available on request.