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Personal profile

I would consider myself a very hard working, bubbly and caring individual who enjoys being active and interacting with others and can work equally well as an individual or as part of a team. With my happy go Lucky spirit I thrive on giving the best of my abilities.

For 12 years I worked as a hairstylist until I decided I’d like a change in career. I always worked well with the elderly and my care and compassion showed during their appointments, I’d work well with those who had disabilities or needed that extra bit of care. I really enjoyed that caring part of my job which is what guided me into changing careers. I have now worked in the care sector for 8 years.

I first started my care career working as a community support worker for those with mental health conditions and learning disabilities. We would promote independence and recovery. I would visit a variety of people from the ages of 18 and over. My duties as a support worker included personal care always making sure it was person centred and dignified, administering medication, re ordering medications/pick up prescriptions. Check medications were correct. I would assist with food or assist:supervise the preparation of meals, I would take service users out for social activities, shopping trips, support them with their finances/bills, I would help guide them and support them with benefits and applications, advise those of what support services are available and local resources. I would communicate with families, gps, social workers and care coordinators regarding the individuals care. I would keep up to date with policies and procedures, always following them. I have understanding of the care act, safeguarding acts, mental health and mental capacity acts. Documentation and record keeping was an important part of my job as well as giving handovers to colleagues regarding clients and reporting any concerns. I would return to the office daily to file notes appropriately and always keeping confidentiality. I studied and gained my NVQ level 3 in health and social care and I then became a senior support worker, this duty gave me an insight and some experience in care planning, reviewing care plans and care assessments/risk assessments. Since then I have worked as a care assistant in residential care homes, I have worked on a nursing units caring for elderly patients with dementia and neurological disorders. I have also had experience there with care planning and using organisation software. Currently I am working as a dual diagnosis lead for a complex needs service. I run drop in services across Hertfordshire at crisis units and drug/alcohol services . Helping those with financial support/benefits, housing/homelessness, mental health and debts. I have knowledge on resources and signposting/working alongside other organisations.

Education

Monks Walk School: 2000-2005 GCSE’s

Hertford regional college: 2005-2007 NVQ level 1&2

HCPA : Care course level 1&2 2017-2018

T2 group: health and social care 2017-2018 NVQ level 3in adult and children health and social care

Dementia Awareness course

Challenging behaviour course

Work history

Resolve

Start date: +6th nov 2022

End date: still there

Job Title: project worker

At resolve I facilitate group therapy sessions for those with substance misuse. I prepare and deliver structured talking therapy groups, each group being topic based and providing coping mechanisms, prevention techniques. I also manage a caseload of clients who I key work on a one-one basis. Developing personal goals and tracking their substance use, also actively listening to their needs and being compassionate. I carry out assessments for new referrals as well as admin work (case notes , risk assessments, outcome stars) I have also helped with training new staff and developing new structured programmes.

Turning point – complex needs service

Start date: 8th March 2021

End date: nov 2022

Job Title: dual diagnosis lead

I left my job as a dual diagnosis lead as I felt I had gotten the most out of the role within the company and saw an opportunity to work in therapy which was within my interest.

This role included a mixture of admin and client work. I am the lead of this part of the service so I was responsible for referrals, opening and closing clients, completing risk and capacity assessments and monthly stats. I ran drop in sessions across Hertfordshire at crisis units and Drug/alcohol services. Building relationships with other professionals and working together whilst also keeping boundaries in place

I have a lot of knowledge on resources, knowledge on housing/homelessness, benefits and form filling. Carers support, Mental health and drug and alcohol recovery. Excellent communication and people skills.

Sue Ryder neurological centre

Start date: 12th October 2020

End date: February 2021

Job title: Care assistant

I have been working as a care assistant for sue ryder looking after those with neurological disorders. My daily duties include personal care, assisting with food and fluid, record keeping and documentation. One to one with residents.

I haven’t been at this job for very long, my reasons for leaving are because I am looking for a different kind of care role.

Care UK (Knebworth)

Start date: Dec 2019

End date : October 2020.

Job title: Senior health care assistant

Working as a senior health care assistant in a residential care home I have been working on a unit including residential, dementia and nursing.

As a senior care assistant I would look after my team and allocate staff in the mornings, I would be responsible to cover sickness with agency and would be the staff member to report to during the shift.

My daily duties include personal care, assisting with food and fluids, recording daily fluid intake and monitoring food intake, record keeping and documentation, taking observations and recording them, catheter care, taking residents weights and monitoring them monthly, reviewing and updating care plans, risk assessments, carrying out capacity assessments and spending time with the residents and joining in activities. I would communicate with families of residents however as this was during covid times I rarely got to see the families face to face.

I left this job role to find different opportunities and to work with a variety of ages again.

Country court care

Start date: March 2019

End date: November 2019

Job title: Health care assistant

Working as a health care assistant in a residential care home I worked on a dementia unit.

My daily duties included personal care, assisting with food and fluids, recording daily food and fluid intake, basic housekeeping, record keeping and documentation, reviewing care plans, following ppe training, health and safety. While I worked here I also done many courses on challenging behaviour and dementia awareness.

Care 4 Freedom

End date: February 2019

Start date : March 2017

Job title: Senior support worker

As a community support worker my daily duties where always different, I supported young adults/adults in their own homes who were living with either mental health conditions, learning disabilities and neurological disorders. The types of tasks I would do on my visits included personal care, Administering medication, preparing meals/making meals/or the supervision of one cooking. I would do basic housekeeping, food shopping, support with bills and finances for example I would help a service user budget for the month I.e bills/food shopping/activities. I would help them with any applications they needed for certain benefits. I would help keep attendance with health appointments and booking them. My job role as a support worker also included a lot of social activities, getting our service users out into the local community and promoting independence, whether it was supporting them with their shopping and bills, a fun trip to the cinema, a nice walk or something educational and beneficial it was a very important part of our roles as support workers to promote the recovery of our service users and improve their quality of life.

Documentation and record keeping was an important part of my job role as well as giving handovers to colleagues regarding clients and reporting any concerns. I would return to the office daily to file notes appropriately. After gaining my NVQ level 3 I was promoted to a senior support worker, this duty gave me and insight and experience in care planning, care assessments and risk assessments. As a Senior support worker I would also be ‘on call’ from time to time which meant I would be the one to take sickness phone calls and rearrange shifts/visits when short staffed, I would have my staff reporting to me throughout the day and I would have a duty of care for my staff and their welfare.

I had a duty to review and update care plans when needed. I had a duty of care to safeguard our service users.

The reason I ended up leaving this job was due to vehicle issues which I unfortunately needed to be able to do the job role.

Ashley Charles

Start date: June 2015

End date: January 2017

Job title: Hairstylist

My duties included cutting and styling hair, perming, men’s haircuts, children’s haircuts, consultations, keeping the salon clean and tidy, answering phone-calls and booking appointments, cashing up.

Reasons left: I was made redundant due to the company being taken over by a new manager.

\*References addresses/contact available on request\*

Skill sets

I have great communication and listening skills. I am able to stay calm in emergency situations, take responsibility and recognise others behaviours and needs. I have compassion and empathy for others and a kind heart.

I can act quick and respond to situations rapidly. I work with a positive and calm attitude. I am always willing to learn and adapt. Striving on giving the best care for my service users and for my own personal reflection.