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Profile

A hard working, dedicated and experienced Direct Payments Advisor with a vast amount of experience in Customer service and the Care Sector. Possesses excellent interpersonal, communication skills and the ability to develop and maintain mutually beneficial internal and external relationships. Enjoys being part of a small team who motivate each other to provide a high level of service and thrive in highly pressurised and challenging working environments.

This profile highlights my experience in customer service and the care sector, as I am passionate about these areas I have chosen to highlight them as they are essential in my current role as a Direct Payments Advisor.

Education & Qualifications

October 2019

Educ8 Training

NVQ Level 4 in Advice and Guidance

The NVQ Level 4 in Advice and Guidance was completed whilst I was still working in my current role, the reason why I chose to complete this course was because it was very relevant to my current role and provided me with the knowledge and skills to support vulnerable individuals.

Completing this qualification allowed me to distinguish the difference between providing advice and guidance within my role based on an individual's ability to understand and how I can change my approach to best support them.

Cathays High School 1999 – 2004

General Certificate of Secondary Education

English Language C

English Literature C

Welsh (short course) D

Drama C

Key Skills

- Accurate and efficient data entry and typing skills.
- Excellent communication skills and interpersonal skills.
- Able to work as part of a team and independently.
- Experienced in Complaint Handling and conflict resolution.
- Empathetic approach when supporting vulnerable individuals and their families.

I have included communication and interpersonal skills as one of my key skills because I support people in my current role and outside in the community.

Employment History

Dewis Centre For Independent Living

Direct Payment Advisor

April 2018 to Present

My current paid job title is a Direct Payment Advisor working for a non profit organisation. In my current role I am also responsible for receiving referrals from the local authority and putting them onto the system and allocating them with an Advisor like myself. My current case load is around 160 service users. When an individual has an assessed care need the social worker refers them to use our service so they can receive care through a form of a Direct Payment.

NHS

Call Handler - GP Out of Hour service

October 2016 to March 2018

I was employed as a call handler for the GP out of hours service. I would take inbound calls from patients, district nurses and GP Surgeries to arrange visits from district nurses.

I took information from patients and passed them onto a clinician for further advice. Calls need to be answered and dealt with in a timely manner as we receive a high number of calls. I often take calls from vulnerable people suffering mental health issues who maybe just want someone to talk to or want to end their life. It is important to stay calm and be reassuring throughout the call.

Right At Home

Castleton Court

Fortran Road

St.Mellons, Cardiff

Care Assistant June 2016 to April 2018

My duties here include providing personal care and allowing my clients to stay at home with as much independence as possible. I visit a range of clients from physically disabled to suffering with dementia and mental health or some maybe just needing a little assistance to get them ready for the day. I administer medication, domestic duties and taking my clients out into the community. I really enjoy working for this company.

Allied Healthcare

Llanishen Business Park

Care Assistant September 2011 to March 2015

My duties here include personal care and allowing the elderly and vulnerable to stay at home with assistance and to keep their independence. I also have experience within this role with working with dementia patients which can be challenging but very rewarding. I administer medication, domestic duties and taking my clients out into the community. I really enjoy working for this company but i am looking for a challenge and more hours.

I have included my role as a care assistant and call handler in the NHS as it demonstrates my ability to work under pressure and handle personal and sensitive situations, supporting vulnerable service users of all ages with varying needs helped me to develop empathy, active listening skills and also gave me the confidence and ability to manage situations in a crisis which are transferable to many roles in the care sector.

I am a car driver and owner so travelling is possible.