

**STUDENT: Rebecca Bourne 1914938**

**LEATURE: Charles Nimoh.**

**MODULE: Professional and Career development**

**MODULE CODE: BMSW 4005**

**TITTLE: Portfolio of work**

## **ADVERT**

### **NIGHT SUPPORT WORKER CHILDREN (OC001)**

Are you a caring and compassionate person who wants to make a difference? Join Progress and help support and care for children and young people in Walsall.

#### **The Role**

**As a Night Support Worker at our Oak Cottage residential service, you will be caring for children and young people with moderate to severe learning disabilities, Autism, ADHD and associated behavioural challenges.**

Children and young people accommodated at Oak Cottage may also be experiencing mental health, self-harming and sexualised behaviours and are socially and emotionally delayed, through neglect and harm.

A night support worker will also assist the management team in maintaining a safe and enabling environment that provides positive experiences to children and young adults.

Your role is also vital to the progression of a children and young people. A support worker encourages them to develop new skills and to be the best that they can be. You must be sensitive to the needs of those in your care.

The roles will require you to work unsociable hours, including early mornings, evenings, weekends and bank holidays on a rolling rota basis.

#### **About Progress Care**

**Our goal is to increase resilience and reduce dependency by blending a range of services to provide seamless transitions through residential, foster care, semi-independent and independent living.**

At Oak Cottage, we put the needs of those we support at the centre of everything we do. We care about the support and development of children/ young people and want them to lead regular lives.

#### **Our Company Values**

- We CARE about our services, staff and the people we support - continually improving the quality of care and service delivery.
- We TRUST that staff will work in partnership in all areas – ensuring we are meeting business objectives, goals and targets.
- We RESPECT each other regardless of position and provide peer support to our colleagues by working together.

- We PROGRESS in our development – personally, as a business, for our professional partners and for the people we support.

At Progress, we have high staff retention rates through

- Personal development opportunities
- Treating you as an individual
- Publicly recognising your achievements
- Supporting you any way we can
- Placing you on a comprehensive training program
- A competitive salary

#### **Staff benefits include**

- Flexible working arrangements
- Learning and development opportunities
- Enhanced holiday entitlements
- Long service loyalty scheme
- A stakeholder pension scheme
- Private family healthcare and medical insurance
- Death in service life assurance
- Shopping discounts via the HAPI app

#### **Salary £17,194 - £18,613 (pro rata)**

You must be able to demonstrate that you have a QCF level 3 Health and Social Care qualification or equivalent along with, at least and at least two years' experience in a residential setting.

Closing date: 31st October 2020

Application deadline: 31/10/2020

Job Types: Full-time, Permanent

Salary: £17,194.00-£18,613.00 per year

Benefits:

- Casual dress
- Company events
- Company pension
- Gym membership
- Private dental insurance
- Private medical insurance
- Store discounts

Schedule:

- Night shift

Experience:

- Support Environment: 1 year (Required)

Location:

- Walsall, West Midlands (Required)

Licence:

- QCF level 3 Health and Social Care (Require)

## COVER LETTER

Walsall, west midlands WS3 1AX | C: 07383560369 | [missbbourne@gmail.com](mailto:missbbourne@gmail.com)

13 October 2020

process care solutions

RE: Night Support Worker Children, (OC001)

Dear To Whom Concern.

Throughout my career, I have contributed to positive business results through effective organisation, prioritisation and follow-through of key organisational projects. My strengths and qualifications are an ideal match to the support worker requirements and will bring immediate value to process care solutions.

In my former support worker role, I exercised a calculated and methodical approach to problem-solving. While I am independently motivated, I appreciate collective efforts and collaborate productively within group settings. Moreover, I am competent in working with young people with difficult backgrounds, Outstanding knowledge of communication, with proficiency in working alone or as part of a team.

This opportunity is especially exciting, as my professional goals are aligned with process care solutions' mission and values. Furthermore, my communication, problem-solving, and teamwork abilities will serve to support your continued organizational efforts.

While reviewing my CV, you might notice a gap in employment. This absence is because I took time off to care for my children. My child-rearing experience has enhanced my leadership, teamwork, determination and prioritisation talents, as I managed multiple schedules, trained others, enforced rules and provided around-the-clock care. I am now settled and prepared to go back into the workforce.

To illustrate the scope of my career history and professional competencies, please take a moment to review the enclosed CV. I am grateful for your evaluation of my credentials and look forward to your response.

Yours faithfully  
Rebecca Bourne

## **CV**

**Rebecca bourne**

**39 Stag Hill Road**

**Walsall**

**Ws3 1ax**

[missbbourne@gmail.com](mailto:missbbourne@gmail.com)

**07383560369**

**17.01.1981**

## **Profile**

I have excellent communication skills, working as a Support worker working with young people and elderly with disabilities, a great team player, with the ability to adapt to any environment. I'm currently studying higher education in health and social care.

## **Work Experience.**

**Support Worker Plus recruitment.**

### **May 2018 to Present**

Supporting young people with learning difficulties & been in an out of young defenders. Helping them with independence and living alone, doing the weekly shopping, cooking lessons. Working together with the young person's social worker. Daily reports, working together with local authorities. Doing risk assessment, filling out missing reports forms, and other supporting documentation forms.

### **Support Worker Bethphage .**

#### **January 2018 to Present**

My duties are to give personnel care, support with given medication, take to any appointment with hospitals/doctors, social events. Also being a Keyworker for one specific service user I support with managing bills, budgeting, having a good relationship with the service users close net support. I have completed my Care certificate and first aid.

### **Customer Service Advisor driver, Argos.**

#### **June 2015 to December 2017**

Responsibilities Sorting deliveries for different stores, in the warehouse also for home deliveries. Delivering parcels, working on the shop floor, serving customers, dealing with refunds. Accomplishments When I started at Argos, we were the 1st store to go live with home delivery, I also received a recommendation for my customer service, and several customers mention me on their surveys. Skills Used, Customer service, dealing with complaints, driving skills, and teamwork.

### **Team member KFC**

#### **September 2013 to June 2015**

Responsibilities, my duties are, preparing to open up the store, unloading delivery on delivery days, serving customers, cash handling, cleaning the front, and back of the store. Also closing the store. Accomplishments My time working for KFC I have gain more customer service skills, also I have been put forward by my manager to do an NVQ2 in hospitality. Skills Used I have great customer skills which are needed daily, great team player always willing to help others, and always smiling.

### **Care Assistants Barchester Homes.**

#### **March 2012 to November 2012**

My duties were to assist with personnel care, feeding, and give medication. Keeping the server user's room tidy and keeping the PCP UpToDate, Also, would escort to appointments such as hospitals, doctors, and social events.

### **Care Assistants Allcare Agency.**

**May 2011 to February 2012**

I worked in the community, helping to get up in the morning and put to bed in the evening, Personnel Care was given if needed, preparing meals, cleaning, and any shopping might need. also, escort to appointments and social events.

### **Customer Service Advisor,Parceline.**

**June 2004 to October 2006**

Taking over 100calls day. dealing with customers and account holders, assisting with the deliveries or collections. Rearranging deliveries, sending out documentation, and helping in other departments in busy times.

### **Customer Service Advisor Churchill insurance.**

**November 2000 to January 2004**

Sorting insurance documents, renewals, and roadside assistants. Data entry and emails on daily basis. would help in the sales department when needed. Sending out customer documents, keeping customers up to date with any offers the company and dealing with complaints.

## **Education:**

### **University of Wales Trinity Saint David, Birmingham .**

Diploma of Higher Education in Health and social care level 4

January 2020-PRESENT

### **Suffolk College, Ipswich.**

NVQ 2 in Hotel Reception, 1997 to 1998

**Suffolk College, Ipswich**

NQ2 2 LEISURE AND TOURISM,  
1998-2000

**Darlaston Compreheives School,  
1992-1997.**

GCSE English

|            |   |
|------------|---|
| Maths      | C |
| Science    | C |
| Child Care | B |
| PE         | B |
| History    | C |
| RE         | B |
| Drama      | B |

**Certifications and Licenses Care certificate February 2018 to Present**  
**First Aid at Work November 2018 to Present.**

**References upon request**