



E-PORTFOLIO

CV, COVER LETTER AND PITCH



CHANGEMAKERS: BUILDING YOUR PERSONAL BRAND FOR SUSTAINABLE EMPLOYMENT
(BMHP5015)

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CARMEN - GABRIELA BIRLOGEANU

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PROFESIONAL SUMMARY

I am an excellent time manager and can promptly deal with family visits and some of the roles required for a family support worker. I am also a multitasker; I can easily manage several requests and an extensive client base. I am empathetic, which allows me to understand what families are undergoing and help me develop ways of helping them. I never hesitate to work on my skills; I am a fast learner and always willing to learn and develop. I believe that pressure brings the best out of me; I tend to be more efficient and careful whenever I have a lot on my plate. I also take time to care for myself emotionally; given that this line of work can really affect your mental wellbeing, positive habits such as meditation, exercise and therapy have seen me report to the job every day. I am a reliable individual with a positive mindset to help families to go through whatever they're facing. I have a heart for helping people; nothing makes me happier than seeing a positive improvement in the families that I have supported.

SKILLS

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|---|----------------------------------|
| • Community interpreter | • Detail-oriented |
| • Excellent customer care | • Excellent interpersonal skills |
| • Fluent in English, Romanian and Italian | • Communication skills |
| • Confidential documentation and record-keeping | • Multilingual |
| • Safeguarding | • Problem solving |
| • Excellent communication | • Microsoft Office |
| • Attentive listener | • Copes well under pressure |
| • Child welfare and protective services | • Effective teamwork |

WORK HISTORY

06/2021 – Current Interpreter

Global Translation Services – Birmingham, West Midlands

- Provided oral translations and interpretations for diverse clients during hospital visits and social working meetings, successfully maintaining pace with native speakers to deliver real-time comprehension.
- Conducted research to prepare for interpreting topics such as surgery, social work contact and law.
- Provided accurate, effective interpreting in diverse situations and circumstances such as hospital visits and GP appointments.
- Displayed deep understanding, recognition and sensitivity to cultural differences of Romanian and English.
- Maintained message content, tone and emotion with 100% accuracy.

06/2021 – Current Community Interpreter

AtoZ Interpreting – Birmingham, West Midlands

- Attended contact meetings, providing accurate consecutive translations of conversations between members.
- I have worked in accordance with council regulations to uphold strict confidentiality and impartiality on Cognitive assignments.
- Demonstrated knowledge of industry-specific terminology and protocol for social work industry.
- Built positive, professional relationships with clients through effective, compassionate communication.
- Consulted specialised dictionaries, thesauruses and reference books, identifying closest equivalents for nuanced terminology, words and phrases.

04/2021 – Current Volunteer Family Support Worker
Caudwell Children – Staffordshire, West Midlands

- Helped a few families in need to lead more independent lives through accessing the help available and referral.
- I have maintained up to date records on contact and event activities to facilitate smooth service operations.
- Verified documents and associated records to catch and resolve discrepancies.
- Coordinated itinerary and scheduled appointments with 100% accuracy.
- Assessed client satisfaction and communicated issues to organisational leaders.
- I assembled and mailed informational packets, reports and publications.
- Processed and accounted for loans, cheques, promissory notes and other types of financial assistance.
- Met incoming customers and provided friendly, knowledgeable assistance.
- Created and implemented processes to manage family support and support plan tasks—developed ongoing programmes using good team communication and collaboration.

EDUCATION AND TRAINING

08/2016	BTEC Level 3: Business Administration College of Birmingham - Birmingham, West Midlands
05/2021	FAA Level 3 Award: Safeguarding Children, Young People and Vulnerable Adults, Nuco Training - Staffordshire, West Midlands
04/2021	Certificate: Warm Homes Energy Caudwell Children - Staffordshire, West Midlands
04/2021	Certificate: Family Support Services Caudwell Children - Staffordshire, West Midlands
05/2021	Certificate: Charity Induction Caudwell Children - Staffordshire, West Midlands
09/2021	Certificate In Higher Education: Health and Social Care University of Wales Trinity Saint David - Birmingham, West Midlands
Expected 09/2023	Bachelor of Science (Health and Social Care): Health and Social Care University of Wales Trinity Saint David - Birmingham, West Midlands

RERERENCES Available upon request

Dear Sir/Madam

I am writing to enquire about any suitable vacancies you may have available for Family Support Worker in your business. As you can see from my attached CV, I have worked as a family support worker for a year and as an interpreter for nine months. I have dealt with different families during home visits, hospital and GP appointments, social work, and children's centres in my current role. All these institutions have opened my eyes to what people face, increased my empathy and made me better at what I do.

I am a positive, hardworking and reliable individual capable of multi-tasking in a pressured environment which always maintain a professional approach. Since you're allowing me to put food on the table, I will exert myself for your institution's growth; I would be honoured to be part of what you have built. I have lots of experience having dealt with many families in my career, and I believe that my vast experience can be better utilised in your organisation. As a family support worker, I am aware that my acts will aim at helping parents in caregiving; the services vary depending on what the families need and their strengths. However, I will ensure that parents get beneficial skills and help their children develop optimally.

Children, young people, and their families can rely on me to provide a high-quality service by understanding their needs and implementing the appropriate interventions. My goal is to achieve the highest safeguarding standards, whether by supporting the children and young people who come into contact with me or by delivering appropriate interventions. Listening to children laugh once again in the householders who have seen darker days gives me the push to continue doing what I am.

I am aware that my work with children and young people is centred on partnerships with other agencies, meaning I will have to work closely with other professionals to ensure the right support is given. I am also a great believer in family structure and therefore love helping families with the skills needed to thrive in different coping mechanisms. Depending on the family needs, they may be required to equip parents or families with needed thriving skills, teach coping mechanisms for stressful situations, educate families on how to take care of their physical and emotional wellbeing, and connect them with local resources. Given that this job involves dealing with families, I am very good at listening and communication, able to get along well with both adults and children, and exude high levels of calmness when dealing with different behaviours. I am also flexible and adaptable to take care of different situations and show an excellent understanding of respective clients' challenges.

I am looking forward to hearing from you.

Yours faithfully

Carmen-Gabriela Birlogeanu

PITCH

MENTAL HEALTH ADVICE – TV SERIES

INTRODUCTION

World Health Organisation (2018) defines mental health as “a state of wellbeing in which an individual recognises his or her own potential, is able to cope with ordinary stress, works productively, and contributes to society”. On both a collective and individual level, mental health is necessary for emoting, thinking, interacting with others, enjoying life and earning a living. The risk of mental health disorders could include the following: unhealthy lifestyle, social marginalisation, discrimination, rapid social changes, physically ill, demanding work environments, violation of human rights, abuse and neglect.

According to the NHS - National Health Service (2022), "one in 4 adults, and one in 10 children" faces mental health problems across their life span. Signs of mental health disorders are not always obvious, and symptoms can be frightening, such as panic attacks where people feel like dying. Watching a good programme or TV show is always a relief. A TV series with mental health illness signs and advice where people could interact and ask questions will be beneficial, understand their symptoms and get advice on managing a panic attack.

IMPACT OF MENTAL HEALTH

According to Corrigan (2019), mental health can impact the ability to achieve personal goals, blocks aspirations, the inability to enjoy good jobs, the capability of independent living, socialising, and suicide in serious cases. Some diagnoses of mental health illness are anxiety, depression, panic attacks, schizophrenia, eating disorders, anorexia nervosa, bulimia, phobia, bipolar disorder and many more.

Yanos (2017) shared a few examples of celebrities suffering from mental health disorders, one of them was Margot Kidder's story from 1996; she was an actress in the 1980s, in 1996, she ended up living on the streets as she believed her ex-husband was trying to kill her. After a couple of days of being out, a stranger managed to help Margot by getting her in contact with the family. After being hospitalised and diagnosed with bipolar disorder and maniac episodes, her life returned to normal. However, after 14 years of not having any episodes, she was still known as mentally ill, called stigma.

Stigma impacts the individual who passed through mental health disorder on a long term in forms of discrimination and social rejection. Yanos stated that instead of "labelling illness, people label people", such as "she is insane".

As specified, mental health disorder can happen among all ages across the life span, regardless of gender or ethnicity. Mental Health Foundation (2022) suggests that mental health disorder statistics are increasing worldwide, not just in the UK, anxiety and depression being the most reported disability, being directly connected to suicide and ischemic heart disease. Such as, one in six adults every week has experienced mental health problems, and one in five adults has "considered taking their life", according to Mental Health Foundation (2016).

Mccloud and Bann (2019) suggest that mental health illnesses have increased among students in the UK and university death by 79% suicide rate. A systematic review finding where that severe debt among students was associated with depression, alcohol and drug use, suicide, and psychotic disorder. A survey held in 2018, including 3000 UK students, found that three in five students were concerned about repaying their loan, 84% were concerned about having enough money to live, and 50% claimed that financial troubles had harmed their mental health.

POSITIVE IMPACT OF MENTAL HEALTH ADVICE – TV SERIES

Mental health illness can be frightening; many people suffer from mental health disorders and are not aware of it. For example, I suffered from panic attacks, anxiety and depression disorder, and I was feeling bad every day, such as always feeling tired, headaches, inability to sleep, irritated, crying, chest pains, and numbness in arm and leg. The worst part was the panic attacks when I felt like dying struggled to breathe and speak. But all these symptoms come on time, and it is very hard to explain how you feel; only after a year I manage to describe the symptoms and start treatment and therapy.

Understanding your symptoms can help treat your illness, advertising mental health disorder symptoms and giving advice on how to manage it could help a lot of people. Anxiety symptoms can also be found on NHS - National Health Service (2018), but at the same time, if you check your symptoms to NHS (2022), the same symptoms will advise you to call 999 as you might have a heart attack.

According to NICE - National Institute for Health and Care Excellence (2019), the number of people receiving psychological therapies has doubled since 2012 from 435,000 to over 1,000,000 in 2018. Psychological therapies are used to treat common mental health disorders such as anxiety and depression recommended by NICE. They are based on group interventions and are given at community centres to minimise stigma and overcome the lack of seeking mental health help. The recovery rate for people who joined the treatment was 54%, and 95% of women said they had a great experience.

CONCLUSION

Summarising the main concepts, NHS (2022) suggests that one in four adults and one in ten children faces mental health disorders. According to NICE (2019), Psychological therapies have more than doubled the number of patients from 2012 to 2018.

Mental health disorders can impact the ability to achieve personal goals, block aspirations, enjoy good jobs, inability to independent living, and suicide. According to Mental Health Foundation (2022), mental health statistics are increasing worldwide, anxiety and depression being the most reported disabilities leading to suicide.

Mental health advice TV series will be easy to access and available to everyone. It will also release the pressure from mental health practitioners, and people can interact, speak and ask questions. Also, advertising the symptoms could help individuals better understand their health and where to seek help In the right time, without letting the illness affect their wellbeing, social, and financial life, or attempt to take their own life.

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