

*James A Ricks*  
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Proven experience; holds a Bachelor of Science degree in Public Administration. A student at the **University of Wales Trinity Saint David, Birmingham**

Currently working as a healthcare assistant at Coventry and Warwickshire Partnership NHS Trust, Caludon Centre, delivering quality care to patients and their families. Proficient in developing and implementing a wide range of person-centred care for patients and service users. Capable of demonstrating sound knowledge, understanding, skills, attitudes and behaviours to work as a Health Care Assistant, with developed skills and knowledge to deliver excellent patient care.

#### *Areas of Emphasis*

- Patience and understanding
- Sensitivity and empathy
- Knowledgeable of human needs
- Knowledge of psychology
- Collaboration and teamwork
- Good verbal communication
- Attention to detail.
- Ability to accept constructive criticism.
- Proactivity
- Ability to work under pressure.
- Manual dexterity
- Physical stamina
- Competency with main software packages
- Interpersonal skills
- Ability to maintain confidentiality

## **Professional Experience**

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January 8, 2024, began a permanent role at Coventry and Warwickshire Partnership Trust, Wayside House, Wilson's Lane Longford Coventry, base in Caudon Centre – Beechwood to present

**May 20, 2020, to present.**

**An agency worker, working with NHSP as a Health Care Assistant, works directly with the nursing team to support**

**patients' care and needs.**

Supporting the practice nursing team in delivering nursing services, working as part of the multidisciplinary team, and providing care within their scope of practice to the entitled patient population.

Delivering and assisting clinical staff in providing treatment, preventative care, health promotion and patient activities.

*...continued...*

Working within a multi-disciplinary 24/7 inpatient service. Providing service to patients and their families.

experiencing an acute psychiatric crisis (functional or organic) who require urgent treatment and delivery of required interventions, who may be detained under the Mental Health Act, whilst using the least restrictive environment to facilitate recovery.

Helping and supporting the professionally qualified nurses and doctors

Delivering treatment and required interventions for mental health needs under The supervision of a senior member of the team.

Delivering aspects of the care cluster pathway, i.e. providing a range of activities.

Following evidence-based interventions under supervision.

Monitoring the care and physical appearance and reporting back to senior staff.

Supporting Care packages as delegated to meet the needs of the patients.

Contributing to the review of care by providing feedback.

Recording inpatient clinical notes with oversight by senior staff.

Adhering to all organisational systems and processes. The post

holder will organise their own workload under the supervision of a senior team member, and continue to contribute to service development.

Promote the independence of service users and facilitate activities that increase and maintain independence.

Within a supportive environment, including the use of local community facilities.

Ensure service users' rights are always upheld, maximise the choices available to them, and actively involve them in decision-making about all aspects of the service they receive.

## **Educational Background**

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**CPI physical intervention, de-escalation, risk management and crisis prevention 2-day refreshes training 3<sup>rd</sup> and 4<sup>th</sup> March 2026**

**CertHE Business Skills for the Workplace (Weekend) Diploma September 8, 2025**

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African Methodist Episcopal University AMEZU 66 Benson Street, Monrovia, Liberia Bachelor of Science degree in Public Administration degree (BSC) **from September 17, 2008, to August 16, 2012**

**West African Senior School Examination Certificate in early years, Assembly of God Mission High School, Paynesville, Monrovia, Liberia. August 16, 2005**

#### **Key Skills**

- *Excellent communication skills*
- *Good listening skills with a sympathetic and helpful manner.*
- *Caring and approachable*
- *Able to interview clients from a variety of backgrounds.*
- *Good written and spoken communication skills.*
- *Ability to plan & priorities workload to achieve targets and meet deadlines.*
- *IT is literate and experienced in the use of a variety of IT systems.*
- *A flexible approach to your work.*
- *Full UK driving license.*

***References are available upon request.***