

Programme: BSc Health and Social Care

Module: Changemakers: Building your personal Brand for Sustainable Employment

Student name: Shana Rankin

Student ID: 1912354

Module code: BMHP5015_BIRM

Assignment section: Task 1 of Part 2-E-Portfolio Evidence of Learning

Academic Pitch: Counsellor and Well-being

Lecturer's name: Chloe Harries

03rd December 2021,

SHANA RANKIN

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SUMMARY

As a human resources coordinator with five years' experience in the human resource field and 20 years' experience in customer service, with cross-functional expertise in operations administration and HR management. I possess solid business acumen, management reporting, and problem-solving skills. I have proven impact out of the box solutions. Safety conscious team leader with excellent follow-through skills. Able to coordinate schedules and motivated team member. Highly computer literate and able to work long hours to complete assignments and outstanding communication skills with colleagues.

SKILLS

- Computer Literate with experience of various in-house software packages
- Written and verbal communication skills
- Creative and critical thinking
- Customer service and dispute resolution
- Needs assessment and problem-solving skills
- Language fluency in English

EXPERIENCE

Occupational Health Administrator- Mondelez International

06/2021-Present

- Assisting in the Occupational Health Department's day-to-day running by providing administration services support in front of house and customer-facing roles. Liaising with internal and external clients to assist in the overall smooth running of the department Record sickness absence by an incoming call, voice message and email.
- Booking Medical appointment including Physio, Podiatrist, Rehabilitation and Mental Health counselling
- Providing support to the medical team, filing, scanning documents using OPAS system updated employee sickness and return to work information
- CMT system updated doctor's notes into the system.
- Updating new employee reports into the OPAS system.
- I use a med-base BUPA absence system recording IDC report on the spreadsheet to forward confidential information to the Occupational health nurse.

Admin/ Ward Clerk-Birmingham Community Healthcare NHS Foundation Trust

05/2020-Present

- Respond to inquiries, including phone calls, in a timely and professional manner within your responsibility area. If necessary, provide any vital/important information in the patient's notes.
- Send and receive nuanced and confidential information over the internet, verbally or in writing, such as new admissions medical diagnoses, including medication and infection information.
- Recognise general office activities such as photocopying, filing, faxing, and receiving and delivering mail.
- on Technology department as directed by the Clinical Team Leader or deputy.

- Control cases note protection by tracking and storing medical notes in accordance with the Trust's Information Governance procedures. Ensure that all information about the patient's demographics, race, religion, and next of kin is reviewed. Any improvements to the PAS system are made in a timely manner in accordance with the Data Protection Act 1998.

Human Resource Administrator – Carter Synergy -Temporary

08/2018 to 05/2019

- Operating HR admin procedures to company standards, e.g., probationary reviews, leavers, contract variations
- Ensure employee data and multimedia files are update and accurate where applicable
- Undertake HR administration duties regarding transfer, promotions, leavers, and probation reviews
- Ensure sickness, absence and holiday information is received from appropriate departments and recorded on Equator efficiently
- Control hard copy records and files maintenance for current and former employees, to include setting up new employee personnel files
- Undertake HR administration duties regarding new starters, pre-employment checks and recruitment offer packs, arranging occupational health appointments, as necessary
- Provide first point contact service for internal and external customers to the department, dealing with general enquiries, carry out administrative duties associated with HR project that arise from time to time e.g... Organise financial matters e.g.

HR-Coordinator – HHG Advisory Service Ltd

09/2016 to 06/2017

- Turned-around struggling Human Resources department building policies and strategies from ground up
 - Restructured recruitment and new hire processes and implemented disciplinary / termination / exit procedures
 - Reduced employee turnover 10% by instituting open door policy evaluations and a positive work culture
 - Increased quality candidate pool with revitalized recruitment
 - Payroll
 - Immigration Documents
 - Benefits
 - Administration
 - Maintaining Records of Personal related Data in both paper & data base
 - Schedule meeting & interview
 - Team Agenda
 - Customer Service
 - Support other function as assigned
 - On boarding & Off boarding employee
 - Input data on Excel spread sheet
 - Assist supervisors in performance management procedures
 - Prepare employment Contracts.

Youth Leader & Instructor – YMCA

04/2016 to 08/2016

- Enhance overall after school programmer
- Quality Impact youth to maintain positive self-worth and esteem
- Teach them to embrace the core values of honesty
- Effective communicator both verbally & written
- Monitor and track attendance
- Assist coordinator with development and execution of lesson plans.

Senior Travel Consultant/ Customer Services - Cayman 123 Travel

10/2010 to 11/2014

- Booking Reservation,
- Car, Hotel, Corporate Clients Bookings
- US Visa Application
- HR Duties and Daily Transaction
- Cayman Islands Passport Application and Filing

University of Wales Trinity Saint David , United Kingdom BSc-Health & Social Care- Intend to do full three years.	Pending (2023)
University of Wales Trinity Saint David , United Kingdom Health & Social Care- Level 4 Qualification	Jan 2020
University Hospital Birmingham NHS Employability Course	July 2019
Course Gate a world Education Accreditation CPD Level 2 Human Anatomy and Physiology	Oct 2019
ICOES Accreditation Certificate: ICOES Foundation, Amsterdam the Netherlands - Accounting &Bookkeeping - Criminology & Profiling - Forensic Science	April 2018
Level 2 Certificate Accredited: Food Safety and Hygiene for Catering City & Guilds, London	May 2018
ICOES Accredited Certificate: ICOES Foundation, Amsterdam the Netherlands HR & Payroll Management	April 2018
Certificate: Supervisory & Management Cayman Islands-NWDA , George Town, Cayman Islands	May 2018
John Gray High School, - Cayman Islands Diploma: General Studies	June 2017
	June 2001

References are available on request.

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Supporting Information

I am applying for the vacancy of Level 4 Administrator for Birmingham Community Healthcare NHS Foundation Trust and consider myself to possess the necessary skills and qualities to work well within this position. My interest in developing a career within the NHS let me register on an employability course at The Learning Hub, UHB. This is an NHS awareness and employment skills programme. I have developed a robust knowledge of confidentiality and infection control and build a practical understanding of the NHS as both an employer and working culture.

As part of my NHS training, I have also completed a three-week work placement within the Recruitment Department at the Queen Elizabeth Hospital. These were a valuable learning experience where I filed existing or terminated staff details, entered data relating to individuals and their start dates, and located specific information on spreadsheets. During this placement, I found that my existing transferable skills from my previous employment were instrumental in adapting quickly to a new working environment.

I am attending the University of Wales Trinity Saint David, gaining a level 4 qualification in health and social care, and continuing my studies in a BSC in psychology health and social care. For the past 14 months, I have worked for Birmingham Healthcare Foundation Trust as a bank admin/ward clerk within the NHS. Learning and improving my knowledge and skills and upgrading my training skills to offer the best customer service to patients and patients' relatives by providing information and full descriptions of the requirements for my job post.

As an Occupational Health Administrator at Mondelez -Cadbury United Kingdom International, for the past 5 months, I learnt different skills and knowledge to provide complete administrative services to occupational health nurses. To maintain up to date and accurate computerised records for OH in accordance with data protection, medical confidentiality, and company requirements. In my previous role as Human Resource Administrator at Carter Synergy Limited, I dealt with employees and customers both in-person and via telephone. I carried out HR administration procedures to the company standards such as transfers, promotion, leavers, probations. I ensured that they promptly received sickness/absence/holiday information from appropriate departments and recorded it on the Equator.

I would arrange occupational health appointments as necessary, deal with general enquiries, carry out administration duties with HR projects that arose from time to time and organised financial matters. Working as part of a team to

achieve departmental standards was essential to provide support to HR directors and

officers and ensure the department's smooth running at all times. I would ensure that I developed my skills and experience as required, learning techniques to support continuous improvement and development of the department and the job role. I would always display appropriate standards of behaviour and uphold ethics, values, and the promotion of equal opportunities. It was always necessary to comply with all Health and Safety regulations and requirements.

I have learned the importance of confidentiality in the workplace and maintained the security and privacy of personal details. From a practical point of view, I ensured all documents were safe and secure and locked away.

My PC is a secured device with a password. I was made aware of General Data Protection Regulations during my previous work at Carter Synergy Limited. Since attending the NHS employability course, I have been made aware of the Caldicott Principles relating to working in health and social care. Such as working on a strictly need-to-know basis with patient information and not providing unless the information is essential; only the barest information must be provided. I am also confident in my ability to work securely, so I am aware of the importance of disposing of confidential waste according to guidelines, not taking paperwork home, not providing confidential information over the telephone, and never talking about patients outside of the workplace or within inappropriate places. Within the workload with people who are not involved in the care team and do not need to know.

Whilst employed by HHG Advisory Service Ltd, I worked as a Human Resources Coordinator. My duties included building policies and strategies from the ground up, such as restricted recruitment and new hire processes and implemented disciplinary/termination/exit procedures. I prioritise my workload to ensure that all information is processed according to deadlines, and I gained experience working within a pressurised environment as information was required promptly.

I have a solid attendance and punctuality record within my previous employment. I am a confident communicator, and I feel at ease communicating with customers, managers, and colleagues at all levels. I provided a high level of skills when dealing with difficult situations and complaints as an HR Coordinator. I am a team player, supporting my colleagues and sharing responsibilities. I am happy to receive instruction and can be left to get on with my work without supervision if required.

Previously, I have carried out voluntary work for fifteen years with the Red Cross in the Cayman Islands. I assisted in feeding families and helping in countries that had been hit with devastation and needed our assistance to provide water, food, and supplies. I have taken steps towards improving the lives of those in need with the help of public donations at home and worldwide. I have earned the confidence to know what to do during an emergency. I appreciate well-organised activities and can keep calm under pressure

Thank you for taking the time to consider my application, and would greatly value the opportunity of discussing this position further at an interview.

Greetings, I'm here to make a pitch for an online counselling and well-being service.

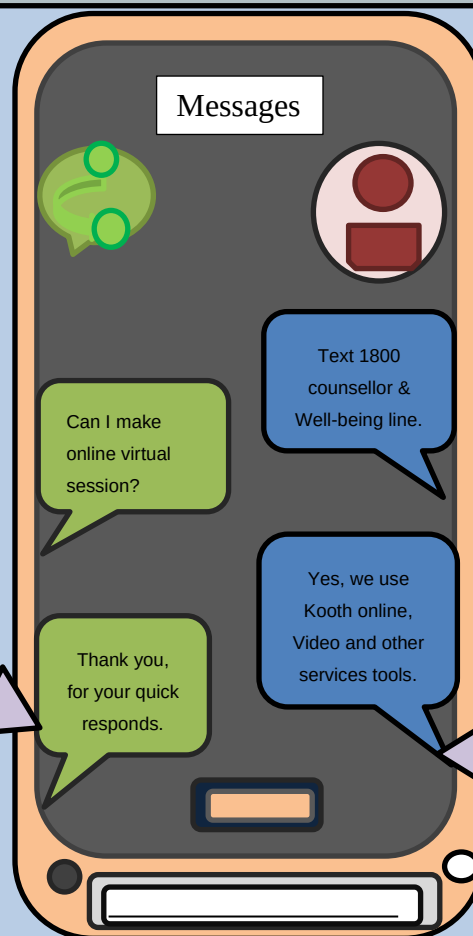
As your representative, I'll gladly answer any questions you may have about our online services, what we offer specialists, and what you can anticipate from us in the comfort of your own home.

Life on Stage will process relationship development, problem-solving, goal setting, therapy review, opening and closing doors, and creative assistance. Our purpose as online counselling and well-being service is to help customers define their goals and solutions, improve communication, increase self-esteem, and promote positive behaviour changes and mental health. Emotional intelligence is a technique for understanding and relating to others. Self-management is meant to help clients recognise and solve problems, explore options, make plans, and gain self-awareness. Using a self-assessment tool helps us better understand our clients' needs.

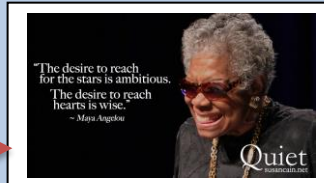
Online Counselling and Well-being

Life's transitions are significant, says Fahy (2016). We may be aware that something is wrong yet not aware of the changes around us. Many people are aware they must adjust to their circumstances. We may be going through a relationship breakup or a bereavement at the same time that we are going through a developmental change. As a result, our everyday routines and activities may be challenging.

According to Cain (2013), states Maya Angelou quotation. The desire to reach for the stars is ambitious. The desire to reach hearts is wise.

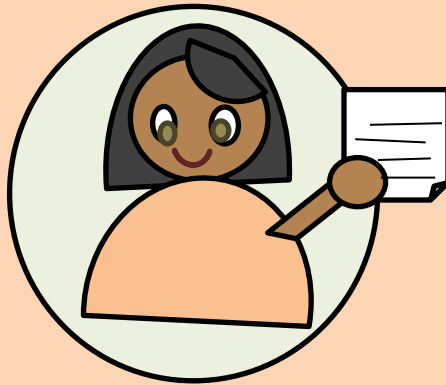


Open and close the doors to start anew with a new set of thoughts and processes, as well as a new way of coping with feelings and emotions. Using family therapy, a family can discover new methods to communicate and function in the face of adversity. If your family is in need, don't wait for a complete breakdown in the system. Get in touch with us, and we'll help you and your family heal and find new ways to communicate to establish healthy limits and boundaries. Family Counselling – Open Doors Counselling- Winter Park, Oviedo, Longwood, (2021)



Online Counselling and Well-being

Talk therapy is an integral part of counselling and well-being since it helps our clients achieve clarity and focus on the issues they are dealing with in their daily lives. The process of our clients presenting their experience to the counsellor and listening is extremely useful for their well-being, exploring possibilities, establishing strategies, and enhancing their self-awareness. Vision Counselling and psychology, (2021)



It was shown that the Emotional Intelligence Questionnaire (EIQ) measured attributes, according to Di Fabio and Kenny (2016). Assessment of hedonic well-being was accomplished through the use of scales of positive and negative emotion. Eudaimonic well-being was assessed using the Meaningful Life Scale. When we adjust for other factors like fluid intelligence and personality traits, the results show that emotional intelligence contributes significantly to our client's well-being.

According to Pakrosnis and Cepukienė (2014), the idea that people may improve themselves and their lives with a bit of coaching is gaining popularity. They believe that self-management can help with acquiring control over your life and advance in your job. Compare solution-focused and cognitive restructuring self-help tools to evaluate which can help university students more than free observation. Subjective well-being assessments were used twice in 12 days. One group outperformed the other in terms of perceived utility and acceptability of the intervention.

However, Mia (2019) states that self-awareness means seeing the client's stress, feelings, and beliefs. The client must assess their strengths and weaknesses concerning their well-being for online counselling and well-being to be effective. It is hard to be objective about themselves. Every person tends to dislike or exaggerate their virtues. People with a unique combination of both positive and negative features may not be aware of it. They need to calm their minds and open their hearts to self-reflection. Self-awareness requires a peaceful mind, time, focus, and concentration. Our most treasured personal attributes are worth working on when we know that greater self-awareness can lead to beneficial changes. Self-examination is required before we can recognise what is truly there.

Understanding the current situation or reflecting on their progress can be gained by doing a self-assessment. These self-administered questionnaires are based on existing evidence-based screening methods. The self-assessment test, on the other hand, can help people pinpoint what's bothering them, such as depression, anxiety, or poor mood, as well as how they've felt in the last week. We offer free, discreet online counselling at any time of day or night, as well as great programme conversations with a counsellor, as part of our online counselling and well-being offerings. Self-assessment, (2021)

Reference:

Cain, S., (2013). *STUDY: Sad Songs Say So Much (Even More Than You Think)*. [online] The Power of Introverts. Available at: <<https://www.thepowerofintroverts.com/2013/10/11/study-%EF%BF%BCsad-songs-say-so-much-even-more-than-you-think/>> [Accessed 14 November 2021].

Counselling Online., (2021). *Self-assessment*. [online] Available at: <<https://www.counsellingonline.org.au/find-support/self-assessment>> [Accessed 22 November 2021].

Di Fabio, A. and Kenny, M., (2016). Promoting Well-Being: The Contribution of Emotional Intelligence. *Frontiers in Psychology*, 7.

Fahy, S., (2016). *Life stage crises and psychotherapy*. [online] Counselling-directory.org.uk. Available at: <<https://www.counselling-directory.org.uk/memberarticles/life-stage-crises-and-psychotherapy>> [Accessed 14 November 2021].

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Opendoorscc.com., (2021). *Family Counselling – Open Doors Counselling-Winter Park, Oviedo, Longwood*. [online] Available at: <<https://www.opendoorscc.com/family-counseling/>> [Accessed 14 November 2021].

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Vision Counselling and psychology., (2021). *Vision Counselling and psychology*. [online] Available at: <<https://www.visioncounselling.com.au/what-is-counselling/>> [Accessed 15 November 2021].