

NETSAI KAJA

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MUTARE, ZIMBABWE

PROFILE

A conscientious and honest person with a natural ability to help make lives of others more fulfilling. I am a kind, compassionate, resilient and a passionate support worker. I have a strong work ethic gained in over five years experience, including palliative care. In addition to my work experience, I have the right values friendly, polite and caring. I am a self motivated support worker who is able to work under little or no supervision. I have the right values-friendly, polite and caring. I am willing and eager to learn and acquire new skills in the health sector.

WORK EXPERIENCE

BUMHUDZO HOSPITAL HOME

SUPPORT WORKER (ELDERLY AND DEMENTIA DEPARTMENT)

JANUARY 2021 TO DATE

DUTIES AND RESPONSIBILITIES

- Prepare a care plan.
- Providing general service user check up.
- Dressing wounds.
- Monitoring the service users conditions and informing health care practitioners.
- Driving service users for hospital appointments.
- Helping with taking of pain medication and pain relieving techniques
- Preparing meals and assisting service users with feeding when required
- Helping tidy the service users home or room
- Assisting with daily living activities such as eating, showering and using the toilet.
- Sluicing linen
- Assisting clients with shopping

ELAND CARE HOME

SUPPORT WORKER (ELDERLY AND WORKING DISABILITY DEPARTMENT)

JANUARY 2018- DECEMBER 2020

DUTIES AND RESPONSIBILITIES

- Prepare care plan
- Monitoring wandering of service users with dementia.
- Assisted service users in bathing and dressing
- Prepared and served daily meals
- Assisting clients with shopping.
- Helped service users with toileting whether mobile or confined to bed.
- Introduced regular exercises for bedridden service users and this reduced bed sores by 80%.
- Ensuring that supplies and medical equipment are replenished.
- Provided mobility support, including assistance with walking aids and wheelchairs.
- Developed and provided a safe and secure environment.
- Talking to service users and reassuring them.

SKILLS

Excellent verbal and written communications, stress management, respecting confidentiality, dignity and privacy of residence. Attention to detail. Ability to handle information clearly. Good collaborator, computer proficiency. Willing to be hands on with patients. Conflict resolution and emotional intelligence. Highly observant, attentiveness, physical strength and stamina. Commitment to 100% client satisfaction, trustworthy, initiative, experience with elderly, disabled, dementia and Alzheimer's care. Able to prepare and serving meals, excellent first aid provider and also good in housekeeping.

ACHIEVEMENT AND AWARDS

Trained twenty new support workers. Received 90% positive customer survey results. Awarded 100% for punctuality, efficiency and compassionate. Proficiency in the use of all microsoft office application and a typing speed of 60WPM. Implemented a new online customer services resulting in a 15%. Assisted service users in every step of testing and screening and provided them with relevant education, which increased positive feedback by 55%. Accurately completed assignments and general duties, increasing overall efficiency by 40%. Supervised a massive project about the training needs of new hires. Obtained the "best support worker of the year" award of 2022.

AVAILABILITY

Available immediately and willing to work flexibly as the role demands.

EDUCATION

- Jan- Oct 2022 More Energy Care Services (MECS) - Mandatory Care Certificate
- Feb 2023 Alison Care Giving (Diploma)
- Jan-Feb 2023 Early Childhood Development Certificate
- 1999-2002 St Joseph's High School (Ordinary Level) Pass
- 2003-2004 Secretarial Studies (LCCI BOARD) Pass

OTHER WORKING EXPERIENCE

- Jan 2004-Dec 2010 Fifth Way Trading Manager
- Jan 2011-Dec 2017 Windmistress Pvt Limited Supervisor

ADDITIONAL INFORMATION

REFERENCE

SENIOR NURSE

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SENIOR NURSE

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