

ELSIE OPARA

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SUMMARY

Support Worker with extensive experience in providing compassionate care and support to individuals with diverse needs. Demonstrates strong skills in medication administration, client behaviour management, and care plan development. Proven ability to build strong patient relationships through excellent communication and empathy. Adept at promoting best practices in health, safety, and security to ensure the welfare of service users. Experienced in working within multi-disciplinary teams to achieve care objectives and improve client wellbeing. Career goal includes continuing to enhance skills in mental health support and safeguarding policies while contributing to a supportive healthcare environment.

EXPERIENCE

ACTIVE CARE

Hartlepool, Durham

Support Worker

11/2023 to Current

- Provided physical and emotional support, employing compassionate care to help individuals achieve their full potential.
- Monitored and documented client behaviours, activities and development, aiding appropriate care plan management.
- Reported on service user progress to senior staff, addressing concerns and suggesting appropriate action.
- Continuously promoted best practices in health, safety and security to safeguard service user welfare.
- Monitored individual's progress, continuously updating and adjusting care plans to meet health and wellbeing needs.
- Administered medication with rigorous planning and recordkeeping.
- Delivered high-quality care to individuals with varying needs, tailoring support to meet personalised care plans.
- Built strong patient relationships through compassionate care and friendly rapport building.
- Used excellent communication and interpersonal skills to engage and interact with individuals in need.
- Conducted one-to-one and group support sessions, helping service users to achieve care plan objectives.

FIRST CHOICE

Stockton, Durham

Production Worker

06/2023 to 11/2023

- Ensured product targets were met by staying efficient, proactive throughout operations.
- Quickly reported issues, such as product defects and machine breakdowns to management for prompt resolutions.
- Stayed in line with health and safety regulations by wearing required personal protective equipment throughout jobs.
- Assisted in the packing of products by applying wrapping and labels before dispatch.
- Maintained, sanitised and cleaned work areas to meet health and safety standards.
- Picked and packed efficiently with meticulous attention to accuracy, consistently achieving against production KPIs.

SYSTEMSPEC HEALTHCARE

Support Worker

- Assisted clients with daily living needs to maintain self-esteem and general wellness.
- Offered clinical support from wound care to medication administration.
- Assisted clients in taking ownership of financial responsibility and management of personal care.
- Kept clients engaged in social networks and communities for personal health growth.
- Transported clients to appointments, shopping venues and entertainment events according to determined schedule.
- Determined ongoing client safety, promptly reporting concerns about abuse or safeguarding issues to care managers.
- Assisted in all aspects of personal care while encouraging independence and activity appropriate to individual ability.

SKILLS

- Excellent communication
- Empathy
- Medication administration
- Problem solving
- Safeguarding policies
- Observation
- Good time management
- Daily living assistance
- Client behaviour management
- Mental health support

EDUCATION

MASTER OF ARTS: HISTORY 2024
Teesside University, Middlesbrough

BACHELOR OF ARTS: HISTORY AND INTERNATIONAL STUDIES 2014
University of Nigeria, Nsukka

TRAININGS

- Basic Life Support (Active Care, 2024)
- Positive Behavioral Support (Active Care, 2024)
- Health and Safety (Active Care, 2024)
- Mental Health Awareness (Active Care, 2024)
- Infection Prevention and Control (Active Care, 2024)
- Safeguarding Adults (Active Care, 2024)
- Duty of Care (Active Care, 2024)
- Safeguarding Children (Active Care, 2024)
- Oliver McGowan Mandatory Training on Learning Disability and Autism (Active Care, 2024)
- Working in a Person Centered Way (Active Care, 2024)