
Paula Jones

Address Line 1
Address Line 2
Northumberland
Post Code

Telephone: (0191) 1234567. Mobile: 07939 12345

SOCIAL WORKER / NVQ ASSESSOR / STAFF TRAINER

Totally committed to achieving collective objectives in the care and development of service users (adults, children, preparing them for independent living.) and staff. Communicative with strong listening skills, coupled with the ability to counsel, consider, make decisions and solve problems. Up-to-date and used to working within budgets and internal policies. Impressive record of managing the design and delivery training courses, from the identification of training needs, through to the provision of feedback and evaluation whilst promoting best practice and encouraging a self-development culture and trainers to train. Now looking forward to continuing working in a similar training role.

AREAS OF EXPERTISE

- General management
- Individual care plans
- Staff training / development
- Social / physical development
- Identifying individual / special needs
- Care planning
- Training trainers
- Training design / course design
- Best practice workshops
- Fire prevention
- Addressing challenging behaviour
- Counselling
- Emergency First aid
- Children Act 1989
- Health and Safety
- Lifting and handling
- NVQ Assessor
- Client assessments

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

RESIDENTIAL SOCIAL WORKER

1998 - Present

Team Leader / Trainer - Write Company A Here, Morpeth.

Caring and training children with learning difficulties, behavioural problems, and multi-disabilities, in a residential secure unit. Supporting the delivery of management training / development solutions. Also responsible for supervision of staff.

- Increased standards through service evaluation, training and development by delivering new training solutions that met the needs of the service users and the staff.
- Monitored and developed the quality through the development of staff and service users in accordance with Registration and Inspection Team and recognised Quality Standards.
- Identified services required by liaising health professionals GPs, social workers and community agencies.
- Assisted in the recruitment of all new staff and introduced a staff induction programme.
- Implemented internal feedback system to confirm service needs were met.
- Trained new staff on various teaching methods - assessed NVQ candidates.

SENIOR SUPPORT WORKER (TRAINER)

1997 - 98

Write Company B Here, Monkseaton

Caring and training 11 adults in 2 homes with learning difficulties, behavioural problems, and multi-disabilities. Supporting the delivery of management training / development solutions.

- Opened 2 new homes shortly after appointment.
 - Taught individual needs for service users, such as maintaining / developing personal, domestic and social skills.
 - Identified and met training needs by facilitating individual and group activities.
 - Developed 6 week user induction programme.
 - Promoted a 'thirst for knowledge' - many staff members obtaining higher education. Improved participation of team members in management initiatives resulting in improved quality care.
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PROFESSIONAL EXPERIENCE & ACHIEVEMENTS (CONT)

DEPUTY MANAGER

1996 - 97

Write Company C Here, Monkseaton

- Cared for and trained adults with learning difficulties, behavioural problems and multi-disabilities.
- Helped with Supportive Programmes for children or young people whose past experiences have left them damaged or abused.
- Provided the best possible advice and support in the areas of health and education enabling the children / young people to set and maintain high standards.
- Working in partnership with all agencies who are involved in care and placement in the community.
- Achieved the highest possible standard of training for staff and job placement for the best possible relationship between staff and children / young people.
- Managing staff, writing assessments/reports on all the children / young people, where appropriate.
- Encouraged the children / young people to participate in individual care plans.

SENIOR SUPPORT WORKER

1992 - 96

Write Company D Here, Monkseaton

- Established an operational policy and unit profile for the Unit.
- Introduced quality assurance and standard setting.

EARLY CAREER SUMMARY:

Nursery Nurse, Education Authority (1976-92)

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EDUCATION / QUALIFICATIONS

BTEC	Health and Social Care	1997-98
City & Guilds 730	NVQ Assessor (D32 / ##)	1999
Course	Independent Studies Course	2002-07
N.N.E.B.	Nursery Nurse Diploma	1974-76

(various professional courses, commensurate with key skills / areas of expertise).

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Interests /Pastimes: Cycling, reading, gardening.

Personal: Born 59. Married, Full clean driving licence, Non-smoker.

References available on request

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