

**CLIFF JAMES**

**DREW**

**COMPLETE WORK HISTORY**

**&**

**CONTINUOUS PERSONAL**

**& PROFESSIONAL**

**DEVELOPMENT RECORD**

*COMPLETE WORK HISTORY*

*CONTINUOUS PERSONAL & PROFESSIONAL DEVELOPMENT*

*SCHOOL*

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# COMPLETE WORK HISTORY

References are available on request.

## WEB DESIGNER AND DEVELOPER

### FREELANCE

FEBRUARY 2018 – PRESENT

#### Main duties

- Advising and liaising with the customer about the UI and UX of their website from wire-framing to final site.
- Responsible for designing, coding and modifying of existing websites and templates to achieve the customers desired look.
- Thorough understanding of responsive web design.
- Thorough testing of entire site to ensure that it is fully functioning and compatible with a range of browsers and devices and that it meets current web standards.
- Take and edit (using Photoshop and Lightroom) images to ensure that they present the best of the customer while also being suitably sized for the web.
- Source and pay for webhosting and domain names for the client.
- Thorough understanding of WordPress, its themes and plugins as well as ecommerce.
- Maintain and expand knowledge of HTML, CSS, JavaScript and their associated libraries and frameworks (including Bootstrap, jQuery, Typed.js, Lightbox, Animate, and prettyPhoto).
- Experience with integrating social media and third-party API's.
- Good understanding of SEO principles and cross-browser compatibility workarounds.
- Some knowledge and/or experience with Shopify, PHP, and Docker.

## PROJECT LEADER

### THREE C'S SUPPORT

82, CHILDERS STREET, LONDON, SE8 5FS

APRIL 2014 – SEPTEMBER 2016

#### Job Summary

The post holder will be required to manage the allocated project to ensure the people supported have control over and choice about their lives and are able to contribute to the community as equal citizens.

#### Key duties

- To develop the service as a Three Cs service upholding the values of the organisation in ensuring people supported have maximum choice and control over their lives.
- To ensure people we support have the opportunity to maintain their independence whilst developing skills to enhance their lives.
- Management, change management and leadership of the staff at the service(s).

#### Responsibilities

##### People supported and their families

The post holder will ensure;

1. Each person supported achieves control over and choice about their lives by having a service which reflects their wishes and needs identified through person centred planning and iPlanit.
2. Services to support people with complex support needs are delivered appropriately.
3. The promotion of positive relationships with the families and friends of people supported.
4. People supported are safe and free from exploitation by the implementation and adherence of Three Cs and regulators' policies and procedures at all times
5. The physical and mental health of people supported is maintained through accessing appropriate leisure, education and employment opportunities as well as health services.
5. People supported are included in their local community as equal citizens, this will include acting as advocate when necessary.
6. People supported have maximum control over their finances.

##### Staff management and leadership

The post holder will;

1. Provide leadership and management, supervision and support for the project staff which will include ensuring good performance, management of hours worked, sickness absence and annual leave and ensuring training needs being identified,

planned and implemented according to Three Cs' core standards. (HAPPI – Honest, Accountable, Person-Centred, Professional, Inclusive).

2. Participate in the recruitment and induction of new staff in conjunction with people we support, other Three Cs managers and the Human Resources and Workforce development manager.
3. Support staff to take appropriate risk in order to encourage people's independence and ability to try new things.

### **Service Management**

The post holder will;

1. Promote positive relationships with all stakeholders – people supported, families, health and social care staff, housing association representatives, advocates, neighbours.
2. Ensure areas of housing management are followed and coordinated as required. Repairs are monitored and action in a timely fashion.
3. Manage change in service provision to meet changing needs of people.
4. Manage the service in order to develop independence for people including the use of assistive technology.
5. Own and share Three Cs' vision mission and values in order to develop and manage changes to the service(s) within Three Cs strategic framework.
6. Work to the standards expected in Three Cs' core managerial competencies of **Communication, Action, Professionalism, Team Leadership, Achievement, Inspiration and Nurture** at all times.
7. Ensure all records relating to people we support and staff are maintained in accordance to the procedures and policy.

### **Financial Management**

The post holder will;

1. Contribute to the formation of the service budget and Three Cs' Business Plan.
2. Monitor the service budget and with support from senior managers, manage this effectively in order to ensure resources available are used for maximum independence in supporting people.
3. Ensure information is provided to senior managers, and the Directors of Finance and Services.
4. Ensure all project-based staff comply with the financial procedures and systems
5. Maximise the benefits, monitor and account for the personal finances of people supported.
6. Monitor rent payment from the people supported whilst ensuring debt is not being occurred.

### **Miscellaneous**

The post holder will;

1. Work flexible hours as and when required, which could include night time cover, some weekends and being responsive to the needs of the service as a whole.
2. Actively participate in all Three Cs' Meetings including the Leadership and Practice Forum.
3. Keep records and paperwork up to date and accurate.
4. Receive regular, one to one supervision and an annual appraisal and undertake training as needed to meet Three Cs' requirements and other standards.

### **Additional**

When I started with Three Cs the rota they were using was untidy, unorganised and was not taking full advantage of the functionalities that are available within modern Office software. I created and developed a new and automated rota model that took full advantage of Microsoft Excel's formula functions to generate the dates and add up the number of hours a person was working daily and weekly. The new model was not only clearer, tidier and easier for the staff to read, it also helped to eliminate staffing hour errors and saved management hours in the preparation of the weekly rota and the end of month staff returns. When I left my rota model was being used in at least 5 of the services.

I provided in depth 1:1 IT training to some of the staff that I supervised in order to improve their skills enabling them to do their jobs much more effectively. I also provided IT support to some of the other managers when they had issues with their in-house computer equipment.

## **COMMUNITY SUPPORT ORGANISER**

### **DARTFORD & SWANLEY COMMUNITY DAY SERVICES - KENT COUNTY COUNCIL**

2, ESSEX ROAD, DARTFORD, KENT, DA1 2AU

OCTOBER 2012 – MARCH 2014

#### **Purpose of the Job:**

Manage the day to day service in the local community, under the direction and guidance of the Provision Manager, ensuring that it meets the needs and aspirations of people with learning disabilities by using a person-centred approach and is delivered in

accordance with the principles of Valuing People Now as well as any relevant legislation and corporate and directorate policies and procedures.

To support the development and sustainability of local support network, offer training, guidance, advice and information to service users by signposting and navigating people with learning disabilities and their personal support networks to available services, support and social inclusion.

### **Main duties and responsibilities**

- Using quality assurance systems and under the guidance and supervision of the Provision Manager, ensure that people with learning disabilities are receiving a person-centred support service, delivered in line with the principles of Valuing People Now, which is responsive to meeting their changing needs and aspirations and which will enable them to develop and be fully integrated within their community.
- Build and manage opportunities through proactively seeking individuals/organisations in the community to increase the range of options available that meets people with learning disabilities' needs.
- Provide advice, support and information to people with learning disabilities and their personal support networks as identified during their person-centred planning meetings to meet their needs and aspirations.
- Facilitate person centred planning to promote social inclusion of people with learning disabilities by developing opportunities for them to access activities and participate fully in their local community.
- Engage with the development of the Good Day Programme to progress the service to meet the aims of the service users' person-centred plans. Ensuring that information is cascaded to the staff team.
- Support the development of the personalisation agenda that will meet the demand for people with learning disabilities, promoting the use of individual budgets.
- Identify and help access community resources through community capacity building in line with information from the person-centred plans and service developments.
- Maintain a competent and flexible workforce, through management of the recruitment, induction, supervision, performance, absence, training and development and the deployment of staff, under the guidance and supervision of the Provision Manager, so that the staff group is capable of responding to and meeting the needs of people with learning disabilities and the Health and Social Care Act 2008, and government targets are met.
- Ensure the effective use of resources to enable the provision of services to meet the specification requirements, by controlling and monitoring the day to day operational budget and undertaking the budget building and forecasting process for the service in the locality. advising management of any concerns where management action may be required.
- Maintain appropriate records, under the guidance and supervision of the Provision Manager, on a variety of subject matters, i.e. staff, people with learning disabilities, financial matters, health and safety and provide information as requested to meet statutory requirements, requirements relating to external funding and to meet the County Council's targets and policies and procedures.
- Manage and be responsible for the health, safety and welfare of all staff, people with learning disabilities and visitors in the working environment in order to comply with the County Council's and Directorate's health and safety policies, procedures and guidance and relevant legislation.
- Draft an annual Business Plan for the service for the locality, in conjunction with the Provision Manager and with the participation of people with learning disabilities and staff and any other relevant parties, in order to inform the wider planning process including the use of resources.
- Work in partnership with other individuals/organisations and ensure the involvement of people with learning disabilities, parents/carers and staff to inform and develop the service, using knowledge of national agendas and trends and models of good practice and under the direction and guidance of the Provision Manager so that the service meets the changing needs and aspirations of individuals.
- Identify and process any safeguarding and quality of care issues and refer on to appropriate professional to ensure that people with learning disabilities' welfare is protected and that quality and standards of services provided are maintained.

### **Additional**

Keyholder and named person for the security of the building.

In addition to my regular duties between 2004 and 2014 I also mentored, coached and evaluated police and nursing students during their 2 to 8-week placements within the service. I also participated in the quarterly meetings of the Canterbury Christchurch Learning Disability Education Group that reviewed and updated the curriculum for the nursing students.

I was part of the multiagency working group that was tasked with reviewing the policies and procedures that were used throughout Kent County Council, for example Administration of Medication within Day Services Policies and Procedures.

## **SENIOR DAY CENTRE OFFICER**

### **YEW TREE CENTRE, DARTFORD - KENT COUNTY COUNCIL**

BRENT WAY, DARTFORD, KENT, DA2 6DA

OCTOBER 2009 – SEPTEMBER 2012

#### **Purpose of the Job**

Supervise, advise and promote the individual development of people with a learning disability. The post holder will be a member of the Centre Management Team and as such will deputise for the Manager when required.

#### **Main Duties and Responsibilities**

- Ensure that the students' programmes meet the requirements of the individual service plans and assist in the monitoring of the quality of services.
- Ensure that services are delivered in contract specification, within cash limits and Operation Policy.
- Assist the Manager in providing a customer friendly, safe and cost-effective environment for users, carers, staff and visitors.
- Ensure that appropriate records are maintained.
- Identify and input unmet service needs.
- Assist in the development of an accurate information base on all aspects of service delivery and other community resources.
- Assist the Manager to ensure an appropriate response is given to enquiries/requests from customers.
- Promote inter-agency working relationships.
- Assist the Manager in the supervision, support, motivation and development of the staff group to ensure an effective staff group capable of meeting the changing needs of customers.
- Review and update Centre procedures.

#### **Skills and Abilities**

- Task analyse and present learning steps sequentially.
- Use 'Total Communication' principles to ensure that activities have relevance and appeal to the individuals.
- Work with individuals who have very special needs and who challenge conventional management styles.
- Offer effective support and positive guidance to staff.
- Good communication skills.
- Awareness of Data Protection and confidentiality issues.
- Ability to travel to meet the requirements of the service.
- Commitment to equalities and the promotion of diversity in all aspects of working.
- Ability and commitment to support the Directorates Equality and Diversity Policy statement which is an integral part of the Directorates service delivery and relationship with the client to respect people as individuals, regardless of age, ethnic origin, cultural values, disability, gender, sexual orientation or religion.
- Awareness of and compliance with equality policy, procedure and legislation.
- Ability to deal with day to day problems, including identify any Safeguarding (Protection) of Adults issues or concerns with prompt referral to Supervisor.
- Staff will be expected to work within national legislation, and Corporate and Directorate policies and procedures, relating to Health and Safety.

#### **Knowledge**

- Knowledge of Health and Safety.
- Awareness of the needs of people with learning disabilities.
- Knowledge of the White Paper 'Valuing People'.

#### **Additional**

Keyholder and named person for the security of the building.

In addition to my regular duties between 2004 and 2014 I also mentored, coached and evaluated police and nursing students during their 2 to 8-week placements within the service. I also participated in the quarterly meetings of the Canterbury Christchurch Learning Disability Education Group that reviewed and updated the curriculum for the nursing students.

## **ACTING SENIOR DAY CENTRE OFFICER (SECONDMENT)**

### **YEW TREE CENTRE, DARTFORD - KENT COUNTY COUNCIL**

BRENT WAY, DARTFORD, KENT, DA2 6DA

NOVEMBER 2008 – OCTOBER 2009

#### **Note**

Please see “Purpose of the Job”, “Main Duties and Responsibilities”, “Skills and Abilities”, and “Knowledge” from the Senior Day Centre Officer job above.

#### **Additional**

Keyholder and named person for the security of the building.

In addition to my regular duties between 2004 and 2014 I also mentored, coached and evaluated police and nursing students during their 2 to 8-week placements within the service. I also participated in the quarterly meetings of the Canterbury Christchurch Learning Disability Education Group that reviewed and updated the curriculum for the nursing students.

## **ACTING SENIOR DAY CENTRE OFFICER (SECONDMENT)**

### **SWANLEY DAY SERVICE - KENT COUNTY COUNCIL**

YOUTH & COMMUNITY CENTRE, ST. MARY’S ROAD, SWANLEY, KENT, BR8 7BU

DECEMBER 2011 – JULY 2012.

#### **Note**

Please see “Purpose of the Job”, “Main Duties and Responsibilities”, “Skills and Abilities”, and “Knowledge” from the Senior Day Centre Officer job above.

#### **Additional**

Keyholder and named person for the security of the building.

In addition to my regular duties between 2004 and 2014 I also mentored, coached and evaluated police and nursing students during their 2 to 8-week placements within the service. I also participated in the quarterly meetings of the Canterbury Christchurch Learning Disability Education Group that reviewed and updated the curriculum for the nursing students.

## **TEMPORARY SENIOR DAY CENTRE OFFICER**

### **YEW TREE CENTRE, DARTFORD – KENT COUNTY COUNCIL**

BRENT WAY, DARTFORD, KENT, DA2 6DA

NOVEMBER 2008 – OCTOBER 2009.

#### **Note**

Please see “Purpose of the Job”, “Main Duties and Responsibilities”, “Skills and Abilities”, and “Knowledge” from the Senior Day Centre Officer job above.

#### **Additional**

Keyholder and named person for the security of the building.

In addition to my regular duties between 2004 and 2014 I also mentored, coached and evaluated police and nursing students during their 2 to 8-week placements within the service. I also participated in the quarterly meetings of the Canterbury Christchurch Learning Disability Education Group that reviewed and updated the curriculum for the nursing students.

## **ACTING SENIOR DAY CENTRE OFFICER (SECONDMENT)**

### **SWANLEY DAY SERVICE - KENT COUNTY COUNCIL**

YOUTH & COMMUNITY CENTRE, ST. MARY'S ROAD, SWANLEY, KENT, BR8 7BU

AUGUST 2008 – 11TH NOVEMBER 2008

#### **Note**

Please see "Purpose of the Job", "Main Duties and Responsibilities", "Skills and Abilities", and "Knowledge" from the Senior Day Centre Officer job above.

#### **Additional**

Keyholder and named person for the security of the building.

In addition to my regular duties between 2004 and 2014 I also mentored, coached and evaluated police and nursing students during their 2 to 8-week placements within the service. I also participated in the quarterly meetings of the Canterbury Christchurch Learning Disability Education Group that reviewed and updated the curriculum for the nursing students.

## **PERMANENT RELIEF SENIOR DAY CENTRE OFFICER**

### **YEW TREE CENTRE, DARTFORD – KENT COUNTY COUNCIL**

BRENT WAY, DARTFORD, KENT, DA2 6DA

FEBRUARY 2006 – OCTOBER 2009

#### **Note**

Please see "Purpose of the Job", "Main Duties and Responsibilities", "Skills and Abilities", and "Knowledge" from the Senior Day Centre Officer job above.

#### **Additional**

Keyholder and named person for the security of the building.

In addition to my regular duties between 2004 and 2014 I also mentored, coached and evaluated police and nursing students during their 2 to 8-week placements within the service. I also participated in the quarterly meetings of the Canterbury Christchurch Learning Disability Education Group that reviewed and updated the curriculum for the nursing students.

## **PERMANENT RELIEF SUPPORT WORKER**

### **HOME SUPPORT NETWORK – KENT COUNTY COUNCIL**

JOYNES HOUSE, NEW ROAD, GRAVESEND, KENT, DA11 0AT

APRIL 2003 – OCTOBER 2002

#### **Summary of Job**

Assist in the implementing of individual care plans by providing support and assistance to staff and clients under the supervision, direction of a senior member of staff, within the context of County and Departmental legislation and whilst promoting dignity, choice and privacy for clients.

#### **Duties and Main Responsibilities**

1. Support clients and/or their carers in managing their domestic and personal resources including financial resources. This will include maintaining a supply of personal clothing and linen, the choice, presentation and storage of food, obtaining personal and household items and maintaining a clean living environment, all with regard to Health and Safety Regulations.
2. Undertake to administer prescribed medication and homely remedies for which there is professional agreement, using the correct technique at the appropriate time, according to the plan of care and within standard procedures guidance.
3. Respond to clients verbally and by physical presence, listening and supporting needs and problems in a manner which promotes confidence, referring information to a senior member of staff when appropriate.
4. Support clients to maintain their mobility in their immediate environment, encouraging them to as self-managing as possible, with any difficulties encountered discussed with client and/or senior member of staff in order to seek a remedy to the situation.
5. Encourage clients to participate in recreational and social activities individually, as a group or within the community, providing instruction or advice in a manner appropriate to the client.

6. Advise Care Manager and carers of any significant changes to clients' well-being which may require changes to client care and development within the overall care plan.
7. Monitor and record clients progress against the agreed and established care plan, taking into account clients and others views to inform the overall provision of the service, implementing modifications under the supervision of the relevant senior staff.
8. Produce records and written reports under the supervision of senior staff which may be resented for review meetings, planning meetings and recording purposes in accordance with internal and legislative requirements. Ensure confidential records are stored in a safe location and correctly refiled after use.
9. Contribute to the management of episodes of aggressive or abusive behaviour, ensuring appropriate action to manage the situation is taken without delay, in accordance with care plans and appropriate guidance and regulations.
10. Promote equality for all individuals which recognises and encourages anti-discriminatory behaviour, respecting confidentiality of information, recognising clients rights and choice and respecting personal beliefs and identity.

## **DAY CENTRE OFFICER**

### **YEW TREE CENTRE, DARTFORD – KENT COUNTY COUNCIL**

YEW TREE CENTRE, BRENT WAY, DARTFORD, KENT, DA2 6DA

OCTOBER 2002 – OCTOBER 2009

#### **Purpose of the Job**

The post holder implements, under supervision, the day activity element of individual programmes for people who have a learning disability and are on the register of the Social Education Centre. The post holder will develop personal, social and occupational skills by following the agreed plans outlined for each person.

#### **Main Duties and Responsibilities**

- To develop a rapport with clients, by one to one or group discussions.
- To help clients in the achievement of set objectives through an agreed plan.
- To assist clients to participate in leisure or community activities, that are part of an agreed programme.
- To follow the programme for individuals as determined by the management team of the Centre.
- To maintain records on the progress of individuals and contribute information that will be used for review, reports and assessments.
- To ensure that the personal hygiene programme of clients is maintained, and to assist with bathing or toileting where appropriate.
- To liaise with other professional or carers in order to promote the best interests of the client.
- To provide a service to specific users in accordance with the principles of "Services for People with a Learning Disability in Kent".
- To undertake any other reasonable duties as required by the Line Manager.

#### **Skills and Abilities**

- Ability to communicate with service users, carers and other professionals.
- Ability to write reports and attend service user reviews.
- Ability to accept appropriate responsibility and act as a facilitator and enabler.
- Ability to work using own initiative but with direction when needed.
- Ability to adapt to changing service user/service needs.
- Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc.
- Commitment to equalities and the promotion of diversity in all aspects of working.

#### **Knowledge**

- Knowledge of people with learning and physical disabilities.
- Awareness of Data Protection and confidentiality issues.
- Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety.

#### **Additional**

In addition to my regular duties between 2004 and 2014 I also mentored, coached and evaluated police and nursing students during their 2 to 8-week placements within the service. I also participated in the quarterly meetings of the Canterbury Christchurch Learning Disability Education Group that reviewed and updated the curriculum for the nursing students.

## **PERMANENT RELIEF DAY CENTRE OFFICER**

### **BRANCHES OUT – KENT COUNTY COUNCIL**

BRANCHES OUT, TRAFALGAR ROAD, DARTFORD, KENT, DA1 1NS

JULY 2002 – OCTOBER 2002

#### **Purpose of the Job**

The post holder implements, under supervision, the day activity element of individual programmes for people who have a learning disability and are on the register of the Social Education Centre. The post holder will develop personal, social and occupational skills by following the agreed plans outlined for each person.

#### **Main Duties and Responsibilities**

- To develop a rapport with clients, by one to one or group discussions.
- To help clients in the achievement of set objectives through an agreed plan.
- To assist clients to participate in leisure or community activities, that are part of an agreed programme.
- To follow the programme for individuals as determined by the management team of the Centre.
- To maintain records on the progress of individuals and contribute information that will be used for review, reports and assessments.
- To ensure that the personal hygiene programme of clients is maintained, and to assist with bathing or toileting where appropriate.
- To liaise with other professional or carers in order to promote the best interests of the client.
- To provide a service to specific users in accordance with the principles of "Services for People with a Learning Disability in Kent".
- To undertake any other reasonable duties as required by the Line Manager.

#### **Skills and Abilities**

- Ability to communicate with service users, carers and other professionals.
- Ability to write reports and attend service user reviews.
- Ability to accept appropriate responsibility and act as a facilitator and enabler.
- Ability to work using own initiative but with direction when needed.
- Ability to adapt to changing service user/service needs.
- Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc.
- Commitment to equalities and the promotion of diversity in all aspects of working.

#### **Knowledge**

- Knowledge of people with learning and physical disabilities.
- Awareness of Data Protection and confidentiality issues.
- Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety.

#### **Additional**

I was a keyholder for Branches Out and was responsible for running the service whilst the manager was on leave.

## **PERMANENT RELIEF DAY CENTRE OFFICER**

### **T.R.A.C.S. – KENT COUNTY COUNCIL**

BRICKFIELD FARM, LONGFIELD, KENT, DA3 7PJ

FEBRUARY 2001 – OCTOBER 2002

#### **Purpose of the Job**

The post holder implements, under supervision, the day activity element of individual programmes for people who have a learning disability and are on the register of the Social Education Centre. The post holder will develop personal, social and occupational skills by following the agreed plans outlined for each person.

#### **Main Duties and Responsibilities**

- To develop a rapport with clients, by one to one or group discussions.
- To help clients in the achievement of set objectives through an agreed plan.
- To assist clients to participate in leisure or community activities, that are part of an agreed programme.
- To follow the programme for individuals as determined by the management team of the Centre.

- To maintain records on the progress of individuals and contribute information that will be used for review, reports and assessments.
- To ensure that the personal hygiene programme of clients is maintained, and to assist with bathing or toileting where appropriate.
- To liaise with other professional or carers in order to promote the best interests of the client.
- To provide a service to specific users in accordance with the principles of “Services for People with a Learning Disability in Kent”.
- To undertake any other reasonable duties as required by the Line Manager.

#### **Skills and Abilities**

- Ability to communicate with service users, carers and other professionals.
- Ability to write reports and attend service user reviews.
- Ability to accept appropriate responsibility and act as a facilitator and enabler.
- Ability to work using own initiative but with direction when needed.
- Ability to adapt to changing service user/service needs.
- Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day if required, using car, public transport, car-sharing etc.
- Commitment to equalities and the promotion of diversity in all aspects of working.

#### **Knowledge**

- Knowledge of people with learning and physical disabilities.
- Awareness of Data Protection and confidentiality issues.
- Staff will be expected to have an awareness of and work within national legislation and Corporate and Directorate policies and procedures relating to Health and Safety.

### **CARE-ASSISTANT**

#### **DARTFORD NURSING AGENCY**

45, LAWRENCE HILL ROAD, DARTFORD, KENT, DA1 3AG

JULY 1999 – FEBRUARY 2001

### **CARE-ASSISTANT**

#### **BROADOAK MANOR ELDERLY NURSING HOME**

BROADOAK CLOSE, ARNOLDS LANE, SUTTON-AT-HONE, DARTFORD, KENT, DA4 9HE.

MAY 1998 – JUNE 2000

## CONTINUOUS PERSONAL & PROFESSIONAL DEVELOPMENT

### 2002 TO PRESENT.

Microsoft through edX – DEV203x: Introduction to Bootstrap.	July 2018.
IAO Level 3 Certificate in Web Design & Development.	January 2018.
Speaking & Listening at Work.	January 2018.
Job Interview Skills.	January 2018.
Career Planning.	January 2018.
Diploma in Web Development.	October 2017.
Advanced Diploma in Web Design.	May 2017.
Diploma in Web Design.	May 2017.
Diploma in Adobe Photoshop.	May 2017.
Diploma in Smartphone Photography.	May 2017.
Diploma in Lightroom.	April 2017.
Diploma in Video.	April 2017.
Diploma in Photography.	April 2017.
AdelaideX through edX – Project101x: Introduction to Project Management.	October 2016.
Safe Administration of Medicines.	March 2016.
Moving & Handling Assessment.	February 2016.
Advanced Plastering Course.	January 2016.
City & Guilds – Introductory Short Course in Plastering.	December 2015.
HarvardX through edX – SPU30x: Super-Earths and Life.	December 2015.
Moving & Handling Course (People).	March 2015.
First Aid Awareness.	February 2015.
Risk Assessment.	February 2015.
Level 2 Award in Food Safety in Catering.	December 2014.
Skills Teaching Training.	July 2014.
Health & Safety.	July 2014.
Fire Safety Training.	July 2014.
Sign Communication – Basics Course.	June 2014.
Adult Protection Level 3 The Investigators Guide.	February 2014.
Management of Contractors.	January 2014.
Optimising Team Performance – The Outcome Cycle.	January 2014.
Optimising Team Performance – Transactional Analysis.	January 2014.
Optimising Team Performance – Performance Matrix.	January 2014.
Optimising Team Performance – Delegation.	January 2014.
Optimising Team Performance – Giving Feedback.	January 2014.
Optimising Team Performance – Motivate & Engage.	January 2014.
Introduction to Information Governance.	October 2013.
Safe Handling of Medication.	August 2013.
Diabetes Awareness.	July 2013.
Adult Protection Awareness Level 2 – The Practitioners Role.	February 2013
Moving & Handling Trained Trainers Course.	February 2013.
Policy & Procedures for the Management of Medication in Adult Services Managers' Competency Training.	December 2012.
Passenger Safety Training.	December 2012.
iProcurement (Finance Training).	November 2012.
Swift Overview (AS35 – Finance Training).	October 2012.
Level 4 NVQ in Health and Social Care (Adults).	April 2012.
Level 2 Award in Conflict Resolution Safety.	February 2012.
Mental Capacity Act Training MCA Level 2 – In Practice.	February 2012.
Adult Protection Awareness (Safeguarding Vulnerable Adults).	January 2012.
Emergency First Aid at Work.	November 2011.
HCP Training Record – Enteral Feeding Tube.	October 2011.
Principles of Budget Management.	April 2011.
Moving & Handling One Day Update.	November 2010.
Complaints Made Easy.	September 2010.
Handling Medicines Safely.	August 2010.
BCS Level 2 Certificate in IT User Skills (ITQ).	March 2010.
Developing Skills as a Learning Disability Worker.	January 2010.

Effective Complaints Handling in Adult Social Care.	January 2010.
Moving & Handling Update.	November 2009.
Legionella Awareness.	November 2009.
Passenger Safety Training.	November 2009.
Positive Risk Management Training.	July 2009.
Health & Safety Induction for Newly Appointed Managers and Supervisory Staff.	July 2009.
Level 2 Award in Food Safety in Catering.	December 2008.
Training for Managers on the Learning Disability Qualification.	November 2008.
Moving & Handling.	November 2008.
Imprest & Amenity Funds.	November 2008.
Adult Protection Awareness – Level 1.	September 2008.
Information Governance.	July 2008.
Introduction to Finance.	May 2008.
Infection Control.	February 2008.
Interactive Person-Centred Planning.	January 2008.
Epilepsy Awareness.	December 2007.
Valuing Diversity.	December 2007.
Mental Capacity Act.	November 2007.
Moving & Handling.	November 2007.
Assertiveness Workshop.	November 2007.
Recruitment & Selection.	November 2007.
Fire Wardens/Fire Awareness.	November 2007.
Supervision & Appraisal Training.	September 2007.
Passenger Safety Training.	July 2007.
Level 2 Award in Food Safety in Catering.	March 2007.
Trained First Aider.	March 2007.
Medication Training – Using Medicines Safely.	January 2007.
Basic Health & Safety & Fire Awareness.	November 2006.
Moving & Handling Training.	November 2006.
The Introduction to Management Programme.	October 2006.
Risk Awareness Workshop.	July 2006.
NVQ Level 3 in Promoting Independence.	June 2006.
Moving & Handling.	November 2005.
Aspergers Syndrome.	April 2005.
Moving & Handling.	November 2004.
Medication Training – Using Medicines Safely.	November 2004.
Fire Warden Training.	September 2004.
Basic Health & Safety Induction.	July 2004.
Trained First Aider.	June 2004.
Eating & Drinking Problems – Study Day.	May 2004.
Minibus Safety Course.	February 2004.
HIV/AIDS Awareness.	January 2004.
Moving & Handling.	January 2004.
Moving & Handling.	October 2003.
Foundation Certificate in Food Hygiene and Safety.	September 2003.
Emergency First Aid Course.	September 2003.
Adult Protection Awareness.	July 2003.
Clearstar Pump Training.	April 2003.
Visual Impairment Awareness Training.	November 2001.
A Valued Life.	November 2002.
Moving & Handling.	October 2002.

**SCHOOL**

English Literature – G.C.S.E.	A
Science: Dual Award – G.C.S.E.	BB
English: Oral – G.C.S.E.	C
English: Language – G.C.S.E.	C
Mathematics – G.C.S.E.	C
C.D.T. – G.C.S.E.	D
Drama & Theatre Arts – G.C.S.E.	D
Foundation G.N.V.Q. In Information Technology (Summer 1996)	Pass