

Name

Mobile: XXXXX | Email: XXXXXX@gmail.com | LinkedIn: xxxxx

A resilient and compassionate final-year Psychology student eager to gain experience in an inpatient forensic setting. With several years of experience supporting and caring for individuals with mental health difficulties. Possess excellent interpersonal skills and demonstrate a strong ability to connect with clients. I am adaptable to challenging situations and skilled at working independently and creatively to meet clients' needs. Passionate about contributing to rehabilitation efforts and supporting individuals on their path to recovery.

EDUCATION

BSc Psychology, Cardiff University (on track 2:1), 2015-2019

Relevant modules:

- **Forensic Psychology:** Gained understanding of different aspects of criminal behaviour, able to apply clinical illustrations to violations of the law and analyse criminal behaviour.
- **Social Psychology:** Acquired knowledge in which social dynamics influence cognition, attitudes, and behaviour, gaining insight into the complex interplay between individuals and their social environment.
- **Emotion: Social and Neuroscience Perspectives:** Developed understanding of diversity, cultural and individual differences, and the impact of environmental factors on the formation and expression of emotions.

XXXX Sixth Form, 2013 – 2015

- **A Levels:** Psychology A*, History B, Sociology B.

XXXX High School, 2008 – 2013

- **GCSEs:** 12 x A* - C, including Math's, English and Science.

RELEVANT SKILLS/ATTRIBUTES

Communication: Proficient in adjusting communication to connect effectively with diverse groups in a non-judgmental manner. Possess confident and articulate speaking abilities, demonstrated in various contexts including research reports and written communication.

Interpersonal Skills: Cultivated successful interpersonal cohesion within group projects at university, adept at handling problems and resolving conflicts among team members. Demonstrated sensitivity in listening to clients' issues and offering appropriate support, drawing from healthcare experience and other roles.

Resilience: Skilled in maintaining a positive mindset during challenging circumstances and adapting approaches to resolving situations, thereby influencing a more positive working environment. Demonstrated resilience in front-line service work and outreach activities.

Teamwork: Collaborated closely with colleagues to establish comprehensive patient care as a healthcare assistant. Engaged in successful teamwork during university report projects, dedicating extra time to support struggling team members to ensure project success and alleviate tensions. Received outstanding marks for reports (84%) and peer reviews (100%).

Professionalism: Trusted with handling confidential information and maintaining complete and accurate documentation of client care and activities as a healthcare assistant. Knowledgeable about data protection regulations and committed to following equality and diversity acts. Consistently praised for excellent work ethic and dedication to meeting the needs of service users and the team.

RELEVANT EXPERIENCE

Telephone Befriender, Age UK, May 2020 - present

- Provide regular telephone support and companionship to elderly individuals, fostering meaningful connections and reducing social isolation.
- Engage in empathetic and active listening, offering emotional support and encouragement to clients during conversations.
- Initiate and facilitate discussions on various topics of interest, tailored to the preferences of their needs.
- Always maintain confidentiality and professionalism, adhering to organisational policies and guidelines.
- Report any concerns or safeguarding issues promptly to the duty supervisor.
- Received feedback for positively contributing to the overall well-being of elderly individuals through compassionate and caring approach.

Group Leader, Youth Stop AIDS, March 2020 – Present

- Contributed to towards the 'campaign to end AIDS by 2030' through remote presentations, increasing awareness of issues faced by the HIV and AIDS community.
- Utilised social media to foster dialogue on stigma and discrimination against individuals living with HIV, inspiring youth participation in local and global politics.
- Provided guidance on effective communication with local government to influence global affairs positively.

Fundraiser and Team Leader, British Red Cross, October 2019 – July 2020

- Raised over £15,000 for British Red Cross and managed a team of live-in fundraisers, earning recognition through 3 awards for fundraising quality and team leadership.
- Ensured compliance with regulations and codes of conduct in fundraising areas and monitored team ethical conduct, consistently achieving performance targets.

Healthcare Assistant, Cardiff Residential Care, September 2017 – August 2019

- Provided personalized care for 13 clients with diverse physical and mental health needs, ensuring adherence to safeguarding procedures.
- Assisted with personal care, dementia, and end-of-life care, and administered medication while maintaining accurate records.
- Developed strong rapport and positive relationships with clients, initiating engaging activities to promote independence and self-esteem.
- Compiled daily care and behavioural reports in compliance with privacy policies and CQC regulations to ensure consistent quality of care.
- Received commendation for motivating clients to participate in mental health and well-being activities.

OTHER EXPERIENCE

Student Ambassador, Wiser Academy, October 2018 – August 2019

- Promoted employment opportunities, interviewed, and recruited potential new fundraisers.
- Attended seminars, presented management with new ideas to increase promotion among students.
- Wrote an article on student career development for the public company blog.

Receptionist/Administrator, Williams Lea, June-August 2017

- Managed reception duties and assisted in administration and employee training, coordinated customer events and employee schedules.