JASMIN HILLERBY

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| PROFILE    I strive to be warm, empathetic and non-judgmental in all of my interactions, both personally and professionally. I am passionate about working with people to empower them to achieve the best outcomes possible.  My personal hobbies include reading, dancing and watching my football team, Leeds United! I also love travelling, learning about new cultures and trying food from around the world!  EDUCATION  **MA Social Work**  University of Leeds  (Jan 2020 – Dec 2021)  **L5 Certificate in Teaching English as a Foreign Language**  *(Plus 10 Hours Teaching*  *Practice Course)*  The TEFL Academy  (Oct 2020 – Mar 2021)  **BA (Hons) Open Degree, First Class Honours**  The Open University  (Sept 2015 – July 2017)  **A Level: History (A), Psychology (B), Government & Politics (B)**  St John Fisher and St Aidan’s Sixth Form  (Sept 2009 – July 2011)  **11 GCSEs Grades A-C including Maths, English, and IT**  (Sept 2007 – July 2009)  KEY SKILLS  - Empathetic and patient  - Responsible, organized, and able to use own initiative whilst working as part of a team.  - Proficient use of MS Office and Video-Conferencing Software such as TEAMs and Zoom.  - Clear communicator and a good listener.  - Creative in communication techniques with those who do not have English as their first language.  - Able to adapt to new people and situations easily. | EMPLOYMENT EXPERIENCE  **Adfam: Sessional Support Worker**  **Jan 2024 - Present**   * **Providing emotional and practical support to family members of addicts.** * **Teaching clients about addictions and coaching them to input boundaries.** * **Facilitating peer-group support sessions.**   **Leeds City Council: Social Worker**  **Dec 2021 – Nov 2023**  - Assessing the needs of children and their families through direct work and observations.  - Planning and implementing interventions with children and parents to meet their needs and reduce risk of harm  - Working with education, health, and other professionals to create multi-agency plans to meet children and their family’s needs  - Supporting vulnerable groups including UASC and refugee families, addiction sufferers, victims of trafficking and modern slavery, and unhoused people.  **Optima Heath: EAP Support Coordinator**  **Sep 2019 – June 2021**  - Supporting patients to receive mental health first-aid and long-term counselling.  - Booking appointments and maintaining accurate patient records in accordance with GDPR.  **-** Being the initial point of contact for people experiencing mental health crisis  **ICS Health & Wellbeing: Booking Coordinator**  **Aug 2017 – Aug 2018**  - Providing a patient-focused booking and administration service for an NHS Diabetes Prevention Programme.  - Maintaining data protection of sensitive patient information  **Costa Coffee: Barista**  **Aug 2015– Aug 2017**  - Working as part of a team to deliver high a friendly & efficient customer service.  - Following regulations of health and safety, cash handling, and hospitality service.  **Benchill Primary School: SEN Teaching Assistant**  **Sept 2014 – Jul 2015**  - Providing one-to-one educational support for a young person with special educational needs.  - Creating & Implementing target-based education and behavioral plans.  - Supporting the teacher with general classroom management and assisting with lesson plans.  VOLUNTEER EXPERIENCE  **Independent Visitor, Bury Children’s Rights,**  **Jun 2014 – Mar 2021**  - Regular visits with a young person who is looked after by the Bury local authority.  - Providing social, emotional, and educational support whilst maintaining professional boundaries.  - Keeping accurate records of our visits and following Bury Council’s child safeguarding procedures. |
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