

Elizabeth Hughes
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Education and Qualifications	
Sparsholt College (University of Portsmouth) BSC Wildlife Ecology and Conservation	2020- 2021
University of Chester Higher Diploma in Wildlife Conservation and Ecology	2015 – 2019
Walford College NVQ Level 3 in Animal Management	2014 – 2015
National NVQ Award - Shrewsbury NVQ Level 3 in Child and Young Person	2009 – 2010
Additional Certificates: Dog Training 120 hours TEFL (TESOL) Masterclass (Cambridge Open Academy)	2023 2024
Additional Learning and Knowledge: <ul style="list-style-type: none">• Environmental Challenges: Rights and Values in Ecosystem Services• Human Impacts in the Natural Environment• Environmental Justice	

Professional History	
Dog Trainer/Animal Care (Self Employed)	December 2023-present
Senior Support Worker Headway Shropshire.	April 2022-December 2023
<p>This role combines community support and office administration. I worked alongside people with acquired brain injury to enable them to live independently and access the community. I also assist management with completing up-to-date risk assessments and company policies and procedures. I support employees in areas such as staff competencies.</p> <ul style="list-style-type: none">• Provide support to clients in all areas including physical and emotional so that they can have access to the community.	

<ul style="list-style-type: none"> • Complete all necessary documentation to ensure a safe working environment. • Assist management in all areas required of the role. • Develop and assist with documentation such as client care plans and medication plans. 	
Support Worker at Bethphage.	June 2018 – Jan 2020
<p>Working in this diverse environment, I supported adults in achieving independent skills to access community job opportunities and social activities. This entailed organising planned activities and working with other professionals and family members, but ultimately giving everyone the tools and information they required to live how they wanted within the community. Alongside this, I worked within a team and supported new employees to learn their new roles. I received an Award for '<i>The Best Colleague in the Company for Supporting Other Colleagues</i>'. Other aspects of this job included:</p> <ul style="list-style-type: none"> • Providing social, physical, and emotional support to assist clients with integration into the local community. • Tracked client behaviours, daily activities, new skills, and notable incidents for documentation purposes. • Worked directly with departments, clients, and management to achieve individual outcomes set out in support plans. • Analysed departmental documents for appropriate distribution and filing. • Supported manager and colleagues in improving operations and resolving issues to deliver top-notch customer service. • Researched and updated all required materials needed for clients 	
Support Service Assistant for K&L Cleaning Households Services	Nov 2015 – June 2018
<p>This was a part-time position whilst I was studying at University. Working in an environment where vigilance is crucial, I was able to bring in the best practices within the team. Contributing to the significant success for the delivery of the control measures in place, ensuring that all policies, processes, and procedures were well implemented and verified within the team. This role also included:</p> <ul style="list-style-type: none"> • Managed a team of 4 employees, overseeing employees' hiring, training, and professional growth. • Delivered exceptional service to each customer by listening to concerns and answering questions. 	
Senior Support Worker at Adelphi	May 2012 – July 2015
<ul style="list-style-type: none"> • Delivered exceptional service to each customer by listening to concerns and answering questions. • Researched and updated all required materials needed for the firm and partners. • Performed initial client assessment and analysis to begin the research process. 	

- Supported Manager and colleagues in improving operations and resolving issues to deliver top-notch customer service.
- Analysed departmental documents for appropriate distribution and filing.
- Worked directly with departments, clients, and management to achieve directives and individual client goals.
- Supported Manager with daily operational functions.

Cuan Wildlife Centre

May 2017

This exciting opportunity was part of my experiential learning (Year 2) at university; it was a six-week-long placement collaborating with the coordinators, volunteers, and vets (behind the scenes) within the wildlife center. I was allowed to be involved in all aspects of the process required to rehabilitate, care for, and release a variety of sick and injured UK wildlife. This role also involved:

- Feeding and Husbandry
- Record keeping, answering phone calls about injured animals,
- Educating the public
- Caught and transported injured animals,
- Arrange veterinary care, assist with euthanasia,
- Re-releasing wildlife back into their natural habitat,
- Arranged with members of the public to release wildlife into their gardens, i.e. hedgehogs.
- Arranged enclosures and used a variety of feeding methods as a form of enrichment,
- Assisted with flight training for birds of prey as part of their rehabilitation process as part of the pre-release.

Key Skills

Throughout my professional career and university, I have gained skills such as observational techniques and data handling, collecting and researching first and secondary data, inputting data for comparison, and data analysis using SPSS software. Monitoring and recording biodiversity & habitat management, project planning and presentation skills, working under pressure to meet deadlines, working on multiple projects, and Stakeholder management.

An understanding of independence, leadership, communication, and strong negotiation skills. The ability to build strong relationships in diverse working environments and construct a good team by recognising people's strengths.

Basic knowledge of UK and EU environmental and wildlife legislation and proficient in Microsoft Word, Excel, Access, PowerPoint, and more.

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REFERENCES - Available on request –