***NATALIE JANE WIBLIN***

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***Professional Profile:***

*I consider myself to be focused, conscientious and extremely hard working. I have boundless energy, enthusiasm and ambition. I can adapt to any situation and always use my skills to contribute positively to any working environment.*

*With both my previous experience and knowledge, combined with my determination to succeed, self-motivation and organisational skills, I believe myself to be an asset to any company or organisation.*

***Career Summary:***

***August 2020-Present Date***

***Outreach Support Worker – Disability Stockport***

*I currently provide support to adults experiencing one or more physical disabilities, learning disability, sensory loss and/or long term health conditions.*

* *Help enable people to have greater choice and control over their lives, engage in meaningful and rewarding activities, and have the support and skills they need to live independently.*
* *To work directly with adults both at home and in the community.*
* *To enable adults with varied needs to realise their potential and achieve their personal goals.*
* *To work with adults to develop independence and daily living skills.*
* *To work as part of a team and lone work.*
* *To liaise with friends and families of the person, in line with their wishes.*
* *To be responsible, under the guidance and supervision of Managers for the delivery of the service to a high professional standard.*
* *To work under own initiative, with integrity and honesty.*
* *To follow and adhere to all relevant guidelines.*
* *To deliver a basic level of personal care whilst maintaining the person’s right to privacy, dignity, confidentiality, and maintaining independence.*
* *Implement all risk assessment controls.*

***October 2018 – August 2020***

***Caregiver – Home Instead Senior Care (High Peak)***

* *To provide professional, high quality care and companionship services to vulnerable adults (clients) in their own homes, and support them in their local communities, helping them to maintain independence and quality of life.*
* *Personal Care Services; Help with bathing, dressing and grooming. Help with incontinence care. Assistance with eating and drinking. Provide dementia/Alzheimers care.*
* *Home Help Services; Run errands/collect prescriptions. Light housework and complete laundry. Make beds/change linen. Organise and tidy cupboards etc. Plan, prepare and cook meals and help with shopping.*
* *Companionship Services; Offer companionship and conversation. Monitor diet & food/liquid intake. Provide medication reminders if needed. Stimulate and encourage client through a variety of activities. Arrange appointment, activities and outings. Organise mail and write letters if required. Assist with walking/moving. Accompany to appointments and social events.*

***March 2008 – September 2018***

***Repairs Co-ordinator – Johnnie Johnson Housing Trust***

* *Working as part of an out of hours team providing a professional and courteous emergency telephone response to tenants and residents, ensuring accuracy of client information and adherence to company policies, procedures and timely resolutions.*
* *Being the initial point of contact for an out of hours response centre covering 79 housing associations/councils throughout the UK.*
* *Processing day-to-date queries/repair requests on a variety of computerised systems, including; Microsoft (Word, Office, Excel), Citrix & Orchard.*
* *Delivering service excellence in a proactive and engaging way in keeping with service level agreement call flow guidelines.*
* *Having good communication skills and questioning techniques in order to resolve all calls in a professional timely manner.*

***May 2000 – October 2007***

***Public Relations/Promotions – Mallorca, Islas Baleares***

*During this time I lived in Cala d’Or, Mallorca, working for various local restaurants and bars promoting their menus and services. Not only gaining customers, but providing an exceptional hostess service whilst giving the customer an unforgettable experience, ensuring their return.*

*I began learning Spanish as a foreign language whilst living in Mallorca, and I am now bi-lingual.*

***February 1998 – May 2000***

***Administrator/Office Manager – Millennium Mortgage Services***

* *To process mortgages, investments and pensions from application to completion, using Microsoft & Lotus Word Pro systems.*
* *To keep clients files compliant with government regulation standards e.g. the PIA etc.*
* *To liaise with solicitor’s, clients, lenders and insurers on behalf of the Company Directors.*
* *Book keeping and all banking duties.*
* *Researching and quoting products i.e. Endowments, Critical Illness Cover etc for clients. The same also for mortgage’s on a Mortgage Link system.*
* *All general office duties including, typing, filing, faxing, photocopying client documentation, taking calls and making appointments.*
* *Managing the office when unattended by the Director(s).*
* *To study for the CMAP qualification.*

***Education and Qualifications***

***NCFE CACHE Level 2 Certificate in the Principles of Dementia Care –*** *Passed March 2020*

***The Care Certificate –*** *Passed January 2019*

***TEFL (Teaching English as a Foreign Language) 150hr Premier Course –*** *Passed August 2016*

***September 2009 – June 2011***

***The Manchester Colle***

*A Level Spanish Grade C*

***September 2008 – June 2009***

***Stockport College***

*GCSE Spanish Grade A\**

***July 2003***

***LAMDA Examination***

*Drama Grade 8 (Hons)*

***September 1989 – June1994***

***Offerton High School***

*9 GCSE’s Grades A-C (Including Maths, English and Science)*