

AKUDO AKWITTY

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CARE & DISABILITY SUPPORT WORKER

PROFILE SUMMARY

Dedicated Care and Disability Support Worker with a strong commitment to improving lives. Proficient in personalized care, social and community support for the aged, individuals with disabilities, dementia, and palliative needs. Skilled in promoting well-being and fostering independence. Exceptional communication and interpersonal skills for effective collaboration with clients, families, and healthcare teams. Committed to upholding professionalism, confidentiality, and ethical care standards. Eager to leverage expertise and passion for meaningful impact on clients' lives.

CORE COMPETENCIES

Person-Centered Care | Safety and Health | Aged Care | Disability Care | Palliative Care | Relationship Management | Communication and Interpersonal Skills | Professionalism and Ethics | Teamwork and Collaboration | Time Management and Organization | Customer Issue Resolution.

WORK EXPERIENCE

Care Worker

28th December 2023 – Present

Care Live Smile Pty Limited.

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- ✚ Support independent living, assistance with meal preparation and daily house routine, and community access.
 - ✚ Ensure that the right type and the right amount of support is provided to allow the supported person to live with dignity, meet his own goals and follow his dream.
 - ✚ Engage with the supported person through conversation, day programs and activities.

Care Worker

27th February 2023 – Present

Montefiore Home Care Pty Limited.

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- ✚ Provide personalized care to clients in the residential home with varying needs, including aged, dementia, disability, and palliative care, while ensuring their comfort, safety, and well-being.
 - ✚ Assisting individuals with disabilities by using Slings, Lifters, Hoists, Pelican Belts, and Slide sheets/ Boards.
 - ✚ Adhere to all safety protocols and maintain a clean and hygienic environment for clients.
 - ✚ Administering medication as prescribed and monitoring the client's response to it.
 - ✚ Offer emotional support to clients and their families, actively listen to their concerns and provide guidance and reassurance, and also provide social interaction to combat loneliness and isolation.
 - ✚ Collaborate with healthcare professionals, including doctors, nurses, and therapists, to coordinate comprehensive care.
 - ✚ Document client information, including care provided, observations, and any changes in health status, maintaining accurate records.

Family Caregiver

Dec. 2020 – 15th Dec. 2021

- ✚ Provided dedicated care and support to ailing father, offering personalized assistance and companionship.
- ✚ Administered necessary medical care, adhering strictly to prescribed medication schedules and monitoring health responses.
- ✚ Implemented various techniques and tools including specialized equipment like Lifters and Hoist.
- ✚ Offered emotional support, actively listening to concerns, providing guidance, and ensuring a comforting environment.
- ✚ Documented and maintained comprehensive records of care provided and health status changes to doctors and health professionals.

International Manager - Anglia Ruskin University, United Kingdom

3rd Feb. 2020 – 31st Mar. 2023

Navitas Nigeria Pty Limited.

- ✚ Established a network of 50+ agents across West Africa to improve the visibility of ARU across the region which led to an increase in student numbers by 50%, 6 months after establishing the agent network.
- ✚ Accessed the performance of all the agents through metrics like the number of students converted and the number of prospects generated every month. Developed and conducted training sessions to close skill gaps in weaker agents, leading to improvements in performance and overall growth.
- ✚ Performed market research to identify trends in international student recruitment and developed cost-effective marketing budgets that produced a maximum return on investment.
- ✚ Surpassed expectations in meeting targets and played a pivotal role in enhancing ARU's presence in West Africa.
- ✚ Collaborated with social media marketing teams to develop and deploy a strong online presence through the development of content and advertisement that increased brand visibility and generated 100+ high-quality leads every month with a conversion rate of 40%, and enhanced the visa success rate from 80% to 99%.

Senior International Study Advisor

1st May 2019 – 31st Jan. 2020

Sable International Study Abroad

- ✚ Generated 150+ monthly leads interested in studying abroad by organizing presentations at seminars, fairs, school visits, social media campaigns, and flier distributions.
- ✚ Attended international education seminars to connect with industry experts (local and international), thereby creating a solid network that kept me abreast of industry trends.
- ✚ Spearheaded the formation of IE Abroad Study Advisory in Nigeria in April 2019 successfully helped 100+ students pursue their dreams of higher education in foreign countries.
- ✚ Efficiently distributed important information to all stakeholders through the approved communication channels and maintained top-notch confidentiality.

Administrative & Client Enquiry Manager

October 2017 – April 2019

British Canadian International Education.

- ✚ Applied persuasion skills to convert 60% of the monthly leads (prospective leads) to clients during consultations and seminars.
- ✚ Actively listened to prospective clients to identify their pain points and proffered solutions by

suggesting countries and schools of best fit, leading to applications, deposit (financial commitment), and eventual visas at a 96% success rate.

- ✚ Coordinated training of new staff and university representatives on topics revolving around admissions, visa policies, marketing (to get new leads), and customer service, arming them to the teeth towards prompt attainment of business objectives.
- ✚ Managed applications and enquiries for studies in the UK, USA, and Australia.

ADDITIONAL WORK EXPERIENCE

Non-UK Representative Manager British Canadian International Education.	December 2015 – October 2017
Business Development Officer & In-Country Representative University of Worcester.	October 2012 – December 2015
Protocol/Marketing Executive Lotaluora Investment Limited.	July 2010 – October 2012
School Teacher (National Service Primary Assignment) Kingdom Kids Minders School.	September 2009 – December 2010
Early Childhood Teacher Komkad Private School.	December 2007 – June 2009
UK Education Exhibition Assistant British Council	June 2006 – July 2006
Secretary/Assistant Community & Disability Support Worker Chriswork International Limited	July 2001 – September 2003

EDUCATION

Master of Public Relations & Advertising (MPRA) University of New South Wales (Kensington, Sydney), (In view 2023 - 2025)
Certificate IV in Disability Australian Community and Management College (NSW, Australia), (October 20, 2023)
Master of Arts (M.A.) – English Language University of Lagos (Lagos State, Nigeria), (2016)
Bachelor of Education (B.Ed.) – Teacher Education and English (Second Class Upper) University of Ibadan (Oyo State, Nigeria), (2007)

TRAINING/CERTIFICATIONS & DOCUMENTATIONS

First Aid Coach, Sydney (November 2023)
First Aid HLTAID011 (02/11/2023 – 02/11/2026)
Basic Emergency Life Support HLTAID010 (02/11/2023 – 02/11/2026)
Cardiopulmonary Resuscitation HLTAID009 (02/11/2023 – 02/11/2024)

Australian Community and Management College

Assist Clients with Medication (October 2023)

Mental Health First Aid Australia (MHFA)

Certificate of Accreditation (May 2023 – May 2026)

Altura Certificate

Aged Care Quality Standard (H-AU) (11th March 2023)

Dementia: Understanding Behaviours (H-AU) (13th March 2023)

Maintaining Professional Roles & Boundaries (H-AU) (13th March 2023)

Mandatory: Infection Control (13th March 2023)

SIRS – Prevention of Elder Abuse (13th March 2023)

Transporting Clients Safely (H-AU) (11th May 2023)

Recognising Changes in Client Needs (6th Dec. 2023)

Confidentiality and Information Handling (6th Dec. 2023)

Consumer Directed Care (6th Dec. 2023)

Risk Assessment in the Home (6th Dec. 2023)

Australian National Police Check Certificate

Australian Federal Police (Valid 11th August 2023 - 2028)

Working with Children Check (WWCC)

New South Wales Government (Valid 26th April 2023 -26th April 2028)

COVID 19 Training

Module 1 – 16 (Feb. 13, 2023)

National Disability Insurance Scheme Quality and Safeguards Commission

New Worker NDIS Induction Module (Dec. 24, 26, 27, 2022)

Florence Academy

Building Mental Health Resilience, (2022)

Introduction to Adverse Childhood Experiences (ACEs) and Early Trauma

Certificate of Achievement, (2020)

Virtual Partner Conference

Anglia Ruskin University, (Virtual), (2020)

Agent Training & Conference

De Montfort University, (United Kingdom), (2018)

International Recruitment Training

The University of Worcester, (United Kingdom), (2015)

Diploma in Managerial Application – (Upper Credit)

Data Skill Computer College, (2008)

PROFESSIONAL AFFILIATIONS

Public Relations Institute of Australia (PRIA)

Member, (2023 - 2024)

Teachers Registration Council of Nigeria (TRCN)

Member, (2012)

Nigerian Institute of Management (NIM)

Member, (2010)

TECHNICAL SKILLS

Microsoft Suite (Word, Excel, Powerpoint, Access, and others) | Google Workspace (Docs, Sheets, Slides, and others) | Zoom (Video Conferencing) | Slack (Team Communications).

LANGUAGES

English (Advanced proficiency)

OTHER RELEVANT INFORMATION

Soft Skills: Excellent Communication, Emotional Intelligence, Time Management, Conflict Resolution, Continuous Learning, Adaptability, Teamwork, and Collaboration.