



BABRA MUTEVERA CHAMUNORWA

PERSONAL SUPORT WORKER /CAREGIVER

PROFILE

Compassionate and reliable professional with 3 years of experience in the Care industry skilled in supervising and assisting clients with meal preparation and daily activities to promote independence focused on providing optimal support to clients through personalized assistance and care required to manage diverse medical conditions. Proficient in organizing medications, doctor appointments, and personal activities. Caring, organized, and friendly with excellent interpersonal skills. Compassionate with a proven history of positive client feedback. Remains current on relevant medical conditions while working with qualified healthcare staff to maximize care. Devoted to patient physical comfort and emotional support. Currently seeking a role to showcase my current skills while further developing my professional journey.

CONTACT

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✉ babmutevera@gmail.com

📍 South Africa

EDUCATION

Alison Online

- Diploma in Caregiving

St Johns Ambulance Association

- Nurse Aide Certificate

JCT TRAINING CENTER

- Certificate in Office Administration

MOONSTONE BUSINESS SCHOOL OF EXCELLENCE

- Certificate in Office Administration

RHENISH GIRLS' HIGH SCHOOL - 2013 |
SOUTH AFRICA

SKILLS

- Chronic Disease management
- CPR , AED & First Aid
- Dementia Care
- Care plan assessment
- Vital signs monitoring
- Medicine administration
- Record-keeping proficiency
- Health and safety compliance
- Patient-focused care
- Needs and risk assessments

WORK EXPERIENCE

• JORDAN HOUSE OLD AGE HOME

NOVEMBER 2023 - PRESENT

Elderly Caregiver

- Assist patients with daily activities such as bathing, dressing, and grooming.
- Monitor and record vital signs.
- Administer medications as prescribed by healthcare professionals.
- Assist with mobility and transfers.
- Provide emotional support to patients and their families.
- Maintain a clean and safe environment for patients.
- Collaborate with the healthcare team to ensure the highest quality of care.
- Document patient observations and report any changes to the appropriate personnel.

• Gator Bikesure

August 2016 - November 2023

Customer Service Coordinator

- UK ,Australia, and USA clientele based
- Training of new customer service employees.
- Handle complicated and unresolved issues from less experienced personnel.
- Supervise the activities of lesser customer service representatives in the accomplishment of customer care goals.
- Develop strategies and plans for customer support.
- Participate in the implementation or improvement of initiatives associated with customer service.
- Establish standards for best customer support practices.
- Distribution of tasks.

SKILLS

- Safeguarding
- Data confidentiality measures
- Safe Patient handling
- Patient communication
- Childcare Complex Care
- Mental health support
- Health and social care

LANGUAGES

- Full Professional Proficiency English

SOFT SKILLS

- Emotional intelligence
- Honesty Critical Thinking
- Effective Communicator
- Exceptional Listener
- Strong interpersonal skills
- Professional Integrity
- Positive Attitude and Energetic
- Decision -making
- Teamwork and Collaboration
- Conflict resolution
- Hard working and willing to learn

ADDITIONAL INFORMATION

- Valid Passport
- Drivers Licence

REFERENCE

Available upon request

Private Patient

January 2016 - August 2016

Personal Support Worker

Provided practical and emotional support to clients in a residential care setting.

- **Assisted with personal care and daily living tasks, including meal preparation and medication administration.**
- **Maintained accurate records of client care plans, ensuring compliance with regulations.**
- **Provided emotional support to clients and their families, promoting positive mental health and well-being.**
- **Preparing meals and feeding when required**
- **Supporting patients with their mobility**
- **Helping to create a stimulating and homely environment.**

Parirenyatwa Group of Hospitals

December 2013 - January 2016

Healthcare Assistant

- **Monitored patients' condition in order to ensure their well-being.**
- **Administered medication promptly.**
- **Provided emotional support to patients as well as their families.**
- **Prepared meals while ensuring that patients partake in them on time.**
- **Handled emergencies such as accidents, injuries, or sudden health issues.**
- **Ensured cleanliness in addition to the safety of patients' surroundings.**
- **Provides adjunct care by administering enemas, douches, non-sterile dressings, surgical preps, ice packs, heat treatments, sitz and therapeutic baths; and applying restraints.**
- **Maintains patient stability by checking vital signs and weight; testing urine and recording intake and output information.**
- **Complete wound care for residents by changing bandages and disinfecting open wounds**
- **Perform personal care assistance, for example, toileting, grooming, and bathing.**
- **Change bedsheets on a regular basic.**

SUMMARY OF ACHIEVEMENTS

- Ability to manage the extra workload. Received compliments for multitasking.
- Achieving high standards of hygiene, health and safety zero incidents
- Extended ability to provide quality outpatient care to clients in diverse settings.
- Ability to maintain a high degree of patience even in the toughest situations
- Good interpersonal skills and excellent communication skills.