



Shamaine Rutendo Nyamhingura

Support worker

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To whom it may concern

This letter serves to express my interest in securing a job in your establishment as a support Worker. I am an individual who strives to empower and improve others outlook and circumstances in life despite whatever they may be going through. I believe being genuine, passionate, empathetic, accurate and nurturing along with being professional and driven is an essential combination for people in my field. Additionally, my abilities extend to creativity, data entry skills, being a team player and great communication skills with proficiency in decision making.

My experience as a carer started when I helped care for my late grandfather. He had kidney failure so he was on dialysis for 8 years. I would go with him for dialysis sessions which were 6hrs at the hospital and would keep him company. At home I used to help remind him to check his Blood pressure, prompt him to take his medication and to check his blood sugar since he had diabetes. I prepared healthy meals for him and the sessions at the hospital were a great opportunity for us to socialise and I learnt a lot from my grandfather. I grew so much patience, love and developed a caring attitude with these experiences. I believe this job will remind me of those days and this will be a fulfilling role for me while I study. I am doing In-home care at present assisting with ADLs, catheter care, personal care, manual handling social & domestic support, shopping and appointments.

I am a fast learner and I am willing to learn and advance my knowledge as a supportive care giver to guarantee the best service. I can work under pressure with minimal supervision and I am patient as well. As a laboratory assistant I improved my data entry and interpersonal skills, I am eager still to interact with people on a more personal level.

I would be honoured to be part of your team and will utilize my skills to maintain and uplift the pace you have set. I welcome the opportunity for an interview and to speak to you at your earliest convenience.

Kind regards

Shamaine



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Objective

A self determined empathetic caregiver with proven ability in working with a team, maintaining customer satisfaction and conflict resolution. Smart, knowledgeable, fast, efficient and reliable in undertaking responsibilities. I am adept, a fast learner eager to learn and apply new methodologies effectively. Additionally, my abilities extend to creativity, house keeping, great communication skills with proficiency in decision making.

Experience

- Unidex healthcare services** October - Current
Support worker
 - Transferring in and out of bed, commode or wheelchairs.
 - Personal care assistance including Showering, shaving, dressing and dental hygiene
 - Toileting, bladder and bowel management including changing catheter bags and supporting bowel care
 - Checking for pressure areas and basic wound care
 - Assisting clients with medication
 - Meal preparation and feeding assistance
 - Domestic support such as general household cleaning and laundry
- Informed Western Care services** July 2023 - November 2023
Home care worker
 - assisting with personal care
 - ADLs and feeding
 - home care assistance
 - shopping
 - behaviour, emotional & social support
 - assisting with medications in Webster packs
 - Laundry and housekeeping
 - accompanying clients to appointments
 - incident reporting and documentation
 - escalating any issues to my supervisor
- Patrose caterers** February 2023 - June 2023
Cooking assistant
 - Recipe and menu arrangement
 - preparing and cooking dishes suitable for customers needs.
 - Gathered together all food supplies, utensils, decorations, heating elements, and serving trays needed for each catering event.
 - Cleaning and sanitising all tableware, chafing dishes and the kitchen before and after events.
 - Loading and unloading food and catering equipment off of catering van.
 - taking inventory and drafting invoices
- Freelance** September 2022 - January 2023
Family carework
 - Aided my late grandfather and aunt with in-home care.
 - Assisted with meal preparation, home cleaning, therapy and exercise
 - Accompanied them to doctors appointments and ensured proper dosage and reminders of medicine administration as well as checking blood sugar levels, BP and temperature levels
 - commended by family members for efficiency, patience, compassion and great time management skills
 - Provided emotional and social support
- Spick and span cleaning services** January 2020 - October 2021
Duty manager
 - Assigning duties and supervision of team performance
 - ordering detergents

- overseeing to maintenance of cleaning equipment
- Thorough spring cleaning ,including windows and walls
- housekeeping and maintenance
- laundry washing and arrangement
- Dishwashing

Education

- **Studywise** 12/2023
Certificate III in Individual Support (Ageing, Disability, Home and Community)
Completed
- Currently studying at Western Sydney University 09/2025
Expected completion date

Certificates

- Current first aid Certificate
- Current Police Check
- Working with Children's Check
- NDIS Worker check
- Manual handling
- Infection control
- NDIS modules certificates
- COVID vaccine
- Flu vaccine

Skills

- Ability to work in a team
- Ability to multitask and work under pressure
- Strong work ethic
- Complex problem solving skills
- Good interpersonal skills
- Research skills (Record keeping, report writing)
- Detail oriented
- Infection control
- Respectful
- Catheter care
- Manual handling

Interests

- Reading and Creative writing
- Basketball
- Singer/ song writer
- Interacting and meeting people

Languages

- English
- Shona
- Ndebele

Reference

- Will be provided upon request -