



# ANNA BENNETT

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## SUMMARY

Compassionate and dedicated healthcare professional with 6+ years of experience in residential care and community support. Skilled in providing person-centred care, managing complex cases, and mentoring junior staff. Passionate about promoting dignity and independence for vulnerable individuals. I am keen to develop a long-lasting career in this profession.

## KEY SKILLS

- Strong understanding of safeguarding and care standards
- Proficient in administering medication and writing care plans
- Expertise in de-escalating challenging situations
- Skilled in risk assessment and incident reporting
- Excellent interpersonal and communication skills
- Good mentoring abilities with vulnerable children and adults
- **Languages:** English, Malay

## EMPLOYMENT HISTORY

<b>Deputy Manager, CareLink Community Services - Bristol</b>	<b>Jan 2020 - Present</b>
<ul style="list-style-type: none"><li>• Support the general manager in overseeing the day-to-day running of the home, including managing operations during their absence.</li><li>• Provide guidance and support to a team of nine staff members, conducting regular supervision and mentoring team leaders.</li><li>• Ensure the safety and well-being of children and young people by addressing their emotional, behavioural, and daily needs.</li><li>• Attend and chair CLA, PEP, Strategy, 72hr admission and multi-agency meetings.</li><li>• Coordinate with professionals and social workers, responding to referrals and managing admissions, discharges, and care planning processes.</li><li>• Maintain compliance with regulatory requirements, including completing audits, risk assessments, and official documentation such as REG 45 reports &amp; Annexe A.</li><li>• Address safeguarding concerns and manage challenging situations calmly, ensuring clear communication with staff, young people, and external agencies.</li><li>• To report/submit notifications to Ofsted.</li></ul>	
<b>Team Leader, Haven Care Home - Bath</b>	<b>May 2015 - Dec 2019</b>
<ul style="list-style-type: none"><li>• Lead and support a team of 4–5 staff members during shifts, delegating tasks and guiding decision-making.</li><li>• Provide emotional and behavioural support to children and young people, ensuring their safety, well-being, and engagement in education and health appointments.</li><li>• Conduct regular staff supervisions and contribute to paperwork, including risk assessments, care plans, and incident reports.</li><li>• Liaise with parents, professionals, and external agencies, participating in key meetings such as PEPs and LAC reviews.</li><li>• Oversee daily operations, including administering medication, maintaining the home’s cleanliness, and managing safeguarding concerns calmly and professionally.</li></ul>	

## EMPLOYMENT HISTORY CONTINUED

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### Support Worker, Greenfield Support Services - Bath

July 2013 - April 2015

- Support young people with complex needs, providing care, emotional guidance, and life-skills development.
- Assist with daily tasks, including meal preparation, maintaining clean spaces, and attending key appointments (e.g., YOT, GP).
- Document incidents accurately through detailed logs, safeguarding reports, missing-from-home records, and body maps for self-harm tracking.
- Respond to self-harm incidents with professionalism, ensuring appropriate reporting and follow-up care plans.
- Facilitate tailored activities and therapeutic interventions to promote positive behaviour and emotional growth.
- De-escalate crises using calming techniques, handling challenging situations safely, with empathy and effectively.
- Collaborate with families, social workers, and external professionals to implement coordinated care plans.

## EDUCATION

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### Bath City College

NVQ Level 3 in Health and Social Care

### Bath Centre for First Aid

First Aid and CPR Certification

### Bristol University

BA Hons Social Work Degree - 2:1

### Bristol City HealthCare Centre

Level 5 Leadership and Management

## ADDITIONAL INFORMATION

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I'm passionate about staying active and grounded, so I enjoy long walks, practicing yoga for mindfulness, and trying out new recipes in the kitchen. I also volunteer at a community farm in the city, where I support vulnerable adults as they work with animals and connect with nature. It's incredibly rewarding to see how these experiences help improve their confidence and well-being, and it's a privilege to be part of their journey.

## REFERENCES AVAILABLE UPON REQUEST