

RAPHAEL NWANGWU

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Professional Summary

Committed Home Support Worker with knowledge in home care support. Dedicated to delivering consistent and focused attention to client safety, comfort and dignity.

Skills

- Emotional Resilience
- Patient Care
- Behavior redirection
- Care Plan Management
- Personal Hygiene Assistance
- First aid and safety
- Professional boundaries
- Mobility support
- Interpersonal Communication
- ADL support
- Feeding Assistance
- Housekeeping
- Vital signs monitoring
- Light Housekeeping
- Ability to Lift
- Certified in CPR/AED
- Palliative Care
- Mobility Assistance
- PPE Usage
- Direct Patient Care
- Indirect Patient Care
- Hoyer Lifting Equipment

Work Experience

Personal Support Worker

04/2024 - Current

Bayshore Home Care Solutions – Kitchener, ON

- Enhanced client comfort by providing compassionate and attentive personal care.
- Assisted clients with daily living activities, promoting independence and wellbeing.
- Collaborated with healthcare professionals to develop customized care plans for individual Clients.
- Monitored clients health status regularly, reporting any changes to the appropriate medical staff.
- Facilitated mobility assistance for client requiring help with transfers or ambulation.
- Maintained accurate records of client care, progress, and concerns, contributing to effective communication among healthcare team members.
- Conducted light housekeeping duties to maintain a clean and comfortable living space for patients.
- Assisted clients in maintaining personal hygiene through bathing, grooming, and dressing tasks.
- Supported meal planning and preparation according to dietary restrictions or preferences of the client.
- Developed trust-based relationships with clients through active listening and empathetic communication skills.
- Engaged clients in meaningful conversation, socialization, and activity while providing personal care assistance.
- Built strong relationships with clients to deliver emotional support and companionship.
- Assisted with feeding and monitored intake to help clients achieve nutritional objectives.
- Provided safe mobility support to help clients move around personal and public spaces.
- Turned and positioned bedbound clients to prevent bedsores and maintain comfort levels.
- Laundered items, changed sheets and made bed to keep patients' bedroom clean.
- Transfer Client using transfers equipment such as Hoyer lift, Ceiling lift or stand up lift.

Home Support Worker

01/2024 - Current

Closing The Gap Healthcare – Guelph

- Enhanced client comfort by providing personal care services such as bathing, grooming, and dressing.
- Improved independence and quality of life for clients through assistance with daily living tasks.
- Monitored vital signs and reported health concerns to healthcare professionals in a timely manner.

- Developed trusting relationships with clients, establishing rapport and open communication.
- Assisted clients with mobility issues, ensuring safe transfers and ambulation around the home.
- Managed household tasks such as cleaning, laundry, meal preparation, and grocery shopping to maintain a clean and organized living environment for clients.
- Ensured client safety by identifying potential hazards in the home environment and implementing appropriate interventions.
- Supported physical wellness by assisting clients with exercise routines or therapeutic movement under the guidance of healthcare professionals.

Health Care Assistant

02/2021 - 06/2023

National Orthopaedic Hospital – Enugu, Nigeria

- Helping patients to move around.
- Monitoring patients and performing basic health checks
- Making patients feel comfortable.
- Washing and dressing patients.
- serving meals and helping to feed patients.
- Perform general cleaning in wards and sterilise medical equipment

Warehouse Associate

07/2023 - 01/2024

Aerotek – Cambridge, ON

- Improved warehouse efficiency by streamlining inventory management processes.
- Reduced order processing time through effective organization and prioritization of tasks.
- Maintained a safe working environment by adhering to safety protocols and guidelines.
- Assisted in reducing product damage by properly handling and storing materials.
- Increased accuracy in order picking by utilizing electronic scanning devices and following established procedures.
- Collaborated with team members to achieve daily targets and complete tasks efficiently.
- Aided in optimizing warehouse layout for better space utilization and efficient material flow.
- Completed regular cycle counts to maintain accurate inventory records and identify discrepancies early on.
- Performed inventory control, such as counting, and stocking merchandise.
- Consistently lifted materials weighing as much as 50 pounds.

COVID-19 Response Team (Non Medical) Volunteer

03/2020 - 08/2022

Federal Ministry Of Health, Nigeria – Nigeria

- Assist the Medical Staff to perform their duty in quarantine facilities.
- Support with Supplies such as, Food, medicine and PPE to infected patients.
- Sanitise the facility by using approved disinfectants chemical.
- Monitor patient for any changes, reactions or symptoms and report to the medical team.
- Help with the transfer of corpse to the mortuary.
- Participate in Covid-19 awareness campaign, to educate the community of the risk and prevention.
- Managed inventory of medical supplies, ensuring adequate stock levels and proper storage conditions.
- Educated patients on preventative measures and self-care techniques, fostering long-term wellness habits.
- Provided essential support during emergency situations, facilitating prompt and effective interventions.

Customer Service Representative

06/2015 - 12/2018

Chuka's Oceanic Express – Enugu Nigeria

- Resolved customer complaints with empathy, resulting in increased
- Collaborated with sales team members to stay current on inventory levels, complete accurate orders, and resolve item issues.
- Reached out to customers after completed sales to suggest additional service or product purchases.
- Increased efficiency and team productivity by promoting operational best practices.

- Maintained clean and orderly checkout areas by mopping floors, emptying trash cans and wiping down surfaces.
- Investigated and resolved accounting, service and delivery concerns.
- Greet and welcome customers in a professional and welcoming manner
- Inspecting damaged parts brought in by customers to determine the proper replacement
- Examining returned parts for defects and conferring with customers about exchanges and refunds
- Marking incoming parts and stocking them in the stockroom
- Maintain high level attention to detail in completing all appropriate paperwork
- Answer the telephone, direct calls, and respond to emails as required
- Supportively work alongside department colleagues
- Adhere to all company policies and procedures as set out
- General house-keeping duties as required

Education

Higher National Diploma (HND): Business Administration And Management 09/2010
Institute of Management And Technology (IMT) - Enugu, Nigeria

National Diploma : Business Administration And Management 09/2006
Institute of Management And Technology (IMT) - Enugu, Nigeria

West Africa Examination Council (WAEC) 06/2003
Ntezi Community Secondary School - Ebonyi, Nigeria

National Examination Council (NECO) 11/2003
SENIOR SECONDARY SCHOOL CERTIFICATE - Enugu, Nigeria

Languages

English

Certifications

- PSW - Personal Support Worker
- HCA - Home Care Assistant
- HSW - Home Support Worker
- First Aid & CPR
- Food Handler
- WHMIS

License

- Ontario Drivers License, Class G
- Vehicle Insurance