

Curriculum Vitae

Tim Heapthy

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Profile

Summary

A conscientious, thoughtful, caring and hard working individual. Able to engage with individuals and organisations in a robust but thoughtful manner. Can be relied upon to deliver results in a timely and professional manner. In the healthcare field I am well versed in the various healthcare, welfare and advocacy needs and related administration therein, as required or assessed for by individuals, care providers and safeguarding organisations.

Being treated within the construct of a mental healthcare environment can be an isolating time for the individual despite the best efforts of staff and I believe it is important as a senior carer to be available to provide emotional and spiritual support whenever needed and appropriate.

This also involves actively facilitating extensively to team work and leading by example. Skilled at providing clear and concise instructions focusing on fulfilling complex tasks and projects, working on my own Initiative as well as part of a team contributing to duties and tasks required during the working day, leading by example being a strong ethos. Possessing the required interpersonal and communication skills needed to work in partnership with clients, nurses, medical staff, healthcare providers and individuals, including family, patients and relatives as well as using my own initiative garnered from years of experience in the healthcare field.

Having worked in the mental health field for over fourteen years across a broad spectrum of disciplines including adult, adolescent, elderly, autism, HD and brain injury pathways I decided to take a brief break to travel, as I felt the organisation I worked for at the time was not presenting me with the best support or new challenges..

Having had something of a sabbatical as well as being a carer for my parents. I am now looking to diversify and use my transferable skills to work in a field potentially away from mental health but still very much in a holistic person centred role, therefore both using and furthering my skills considerably within new environments with new challenges. The skills I have gained throughout my career I believe have galvanised my ability to work both on my own Initiative as well as part of a team and I am more than used to working in very high stress environments so I know I can take on any situation and deal with it in a calm, collected manner. Enhanced DBS available where needed.

Professional Experience

July 2022 – December 2022

Templemore Care Home

In this role as Senior Carer my role involved managing a team of individuals tasked with maintaining the physical and Mental Wellbeing of our residents who presented with a diverse range of symptoms. In addition I was responsible for ward administration duties as well as admission and safeguarding referrals and medical matters, liaising with other healthcare providers throughout the country.

Whilst I found this role entirely fulfilling I unfortunately had to leave in December 2022 owing to a death in the family as well as needing to return to caring for housebound parents.

This was my last role in the UK. My parents recently having passed I decided a fresh start in

India, a country I love. I believe this would be a natural progression moving forward and having spent much time in this country.

I feel my experience in the field of mental health would have many applications in fields of healthcare in general, education and business.

December 2021 July 2022

During this period I took time off to tracey briefly before returning to to care for my elderly parents until a suitable care package was put in place as of July 2022, allowing me to return to work.

August 2018 – December 2021

Together for Mental Wellbeing

Whilst working for this organisation I worked with service users with long term mental health issues and assisted them with reintegrating into society following long term periods of residing in higher security settings such as prison. Duties included assisting with finances, housing, meaningful work and social issues.

Aside from the above an important part of the work was helping these individuals come to terms with such a drastic change in lifestyle in order to commence on a journey into a more fulfilling life.

During recent events in the country as well as worldwide, I felt that the field I was working in was undergoing changes that made my ability to fulfill my role and so I resigned I order to find a more rewarding career having given my all to this field for over a decade.

August 2016 – 2018

In this period I commenced travelling in Europe and India, a sabbatical of sorts before returning to the field of social care

January 2011 – August 2016

St Andrews Healthcare

Working with qualified nursing staff to provide high quality physical and mental care to a variety of patients with differing mental and physical healthcare needs to ensure their comfort and aid their recovery during their stay in both secure and non-secure environments.

Whilst the duties pertaining to the role of a healthcare assistant are numerous and varied, they have in my experience included the following;

- Delivering care in partnership with qualified medical professionals and other registered staff.
- Dealing with queries from relatives and visitors as well as funding bodies where appropriate.
- Carrying out routine healthcare checks and reporting on these results in order to share with relevant staff
- Daily detailed note taking as to the patients welfare and interactions, recording this electronically for use by the multi-disciplinary team.
- Recording and safe keeping of a patients' property & valuables.
- Assisting patients with personal care where appropriate.
- Participating in ward round where appropriate.
- Sending instruments for sterilising, checking equipment is ready for further use.
- Reporting on a patients' condition and recording it on charts as appropriate.
- Assisting the multi-disciplinary team with activities in the areas of Psychology, occupational therapy and physical and recreational activities.

Key skills and competencies gained;

- Full awareness of equality and diversity issues.
- Complete understanding of the concept of confidentiality.
- Good knowledge of personal care & excellent hygiene skills.
- Trained in the areas of restraint (PMAV) as well as basic life support.
- Excellent working knowledge of a variety of therapeutic interventions such as CBT, DBT and Mindfulness
- Adhere to all the Healthcare Trusts policies, guidelines and procedures and how these apply on a daily basis to an active ward.

February 2010 – November 2010

Simply Business
Northampton

Whilst working for this organisation I serviced a variety of clients dealing with commercial classes of Insurance.

This involved identifying the needs of the clients and offering them products that would best suit their business needs as well as up selling additional products where appropriate.

I took on this role shortly after relocating but decided after some time that it was finally time to move on from the insurance field and apply my skills to a different sector where I could gain a fresh experience

June 2009 – February 2010

During this period I worked on a variety of temporary contracts whilst preparing to relocate back to Northampton, these included organisations such as Parity Training and QBE Insurance.

March 2009 - June 2009

Howden Insurance Brokers
Leeds

Account Handler (Temp Contract)

- Managing a portfolio of insurance accounts dealing with individuals and organisations (Including business consultancies as well as psychologists & complimentary therapists) that were looking to cover their professional activities in the event of a claim being made against them. For example Charitable organisations which provided a free service to the community as well as large multinational HR Consultancies
- Acting as first point of contact for all client enquiries - new business, quotations, Mid Term Adjustment, claims enquiries etc.
- Ensuring that business was retained by Howden. For example in what was a soft market competition was fierce so I actively pursued the best price which was bolstered by having a strong knowledge of the market and what our competitors were offering. In particular at the point of renewal I would identify the customer's key reasons for considering cover elsewhere, e.g, cost and was able to retain them by giving them confidence in the product we were offering.

2006-2008

Towergate Professional Risks
Leeds

I started in the role as an administrative assistant dealing with individuals who were looking for an insurance policy to cover their professional activities in the event of a claim being made against them. I soon progressed to the underwriter role dealing with large organisations with a variety of business activities, enabling them to understand what we were offering and finding the best cover to suit their needs before negotiating the best premium we could offer. For example large parts of the client base were individual counsellors new to the product we were offering, I was able to explain the benefits available to them and secure the business. In particular at the point of renewal at which point I would retain the client by ensuring them of the quality of the service we were offering.

I was also able share these skills with new starters as I was heavily involved in coaching new members of staff.

The skills which I acquired during this role have proved invaluable and I have proven that I am able to transfer these skills to other kinds of business environment.

Reason for leaving: I decided having spent the best part of two and a half years working for the organisation that I needed to progress my career. After seeking training opportunities internally, I felt the time was right to seek a fresh challenge outside of the company.

2005 -2006

Dataforce Ltd

Northampton

Pensions Information Service

This position entailed taking calls from the general public on behalf of the Department of Work and Pensions (DWP), regarding information on various pension options as well as taking orders for relevant explanatory literature. The campaign was set up in order to help widen knowledge of the benefit options available in the run up to the reforms that were put in place in April 2006. Originally set up to deal with enquiries specific to set advertising campaigns, our number was quickly made the first port of call for many other benefit related enquiries. Because of this we had to learn fast about the pension service and all the options and services available, for example Job Seekers Allowance and Child Benefit, thus enabling us to give the most accurate and informed advice possible as well as implementing effective ways of recording demographic information for the client.

I was also heavily involved in the at-desk coaching of which something I particularly enjoyed. Having taken on the role of Team Leader on an unofficial basis, I was offered the position in March of 2006 but turned this down as I had already planned to relocate to Leeds to live with my partner.

2003 – 2004

Tesco Stores Ltd

Lincoln

P/T Customer Service

I joined this company in July 2003 to help fund my living expenses whilst at university and was responsible for the smooth running of the customer service department at weekends.

My duties involved dealing with a wide variety of both customers and colleagues and resolving queries and complaints in a fair and consistent manner.

Due to store expansion and changes in working practises it was necessary to adapt to the growing customer base and range of products. With the help of colleagues these changes were implemented into the working environment with the minimum of disruption.

1997 - 2002

Globus Office World plc

Northampton

Print & Copy Manager

Having initially joined as a part time sales assistant during my A levels, after training I was promoted to manage the print department in the summer of 1997. This involved learning about all areas of the business where we offered a variety of products and services.

We often had issues with staffing levels, due to this I implemented a programme to train staff on specific business areas. This programme allowed me to train less able staff on specific services offered by the company. This allowed me to fulfil my administrative duties and collate statistical information which was required on a daily basis as well as increasing staff morale by reducing individual workload. Our department consistently outperformed other competing regional and national departments, due to our implement to maintain large-scale contracts held with groups such as Barclaycard and Lloyds TSB bank.

Education and Summary of Qualifications

1992-1997

Thomas Beckett Upper School

A Levels

Northampton

Communications Studies

Art and design

Grade B English Language

Grade C

Grade D

GCSE

Seven GCSE's Grades A-C including Maths, English and Science

References

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