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| **Paula Garner** | | |
| **82 Grizedale, Widnes, Cheshire, WA8 4GE**  **paulagarner82@outlook.com / Mob: 07834002970** | | |
| **PERSONAL STATEMENT**  A precise and reliable individual with excellent organizational skills, the ability to demonstrate tact, diplomacy and interpersonal skills. A strong appreciation of the importance of effective written and verbal communication with a good eye to detail. A proven track record in communicating effectively with all levels of management, colleagues, customers, and other agencies. Competent in dealing with challenging workloads in a proactive, systematic and logical manner within strict deadlines. A commitment to generating, cultivating and maintaining business relationships and a service of excellence. Energetic and hard-working; able to maintain confidentiality in sensitive matters and display excellent judgement and initiative when required. Compassionate and caring with understanding of working with vulnerable people when helping them to achieve their full potential capacity, however small, in respect of their age, race, or disability. I am customer led and customer focused. I Work well under pressure and without supervision both individually and in a team. I am able to carry out detailed instructions to the letter.  **Current Employment**  **Feb 2018 – Current. CLC Contractors LTD : Resident Liaison Officer.**  My Current role as a customer liaison officer involves assisting the Project Managers in all aspects of resident engagement on all planned maintenance activity. Liaising closely with residents in their homes, to discuss their specific circumstances and create a schedule of work in order to assist the delivery of planned maintenance works with the minimum of disruption. Mainly working in partnership with social housing associations. Working on various projects including, wet rooms/bathrooms, kitchens, window and door installations, roofline works and various other external works.  **Jan 2014 – Feb 2018. AB Building & Electrical LTD: Customer Liaison Officer.**  Assisting the Project Managers in all aspects of resident engagement on all planned maintenance activity. Liaising closely with residents in their homes, to discuss their specific circumstances and create a schedule of work in order to assist the delivery of planned maintenance works with the minimum of disruption. Working on commercial and domestic projects and in partnership with various social housing associations for electrical works, including electrical ECIR’s, electrical rewires and upgrades. I am the first port of call for residents who are experiencing difficulties with the implementation of planned maintenance works; I conduct regular liaison with clients/ other specialist agencies and residents before, during and after planned maintenance works, through telephone calls, personal visits and written correspondence. I fully participate in all progress/contract meetings, whilst producing a detailed report  **2011- Sept 2013 Liverpool YMCA : Resettlement Officer** | | |
| I was the resettlement worker for two hostels and carried a case load of twenty eight residents, helping them find suitable move on accommodation. I assisted them with all aspects of moving on into permanent accommodation including referring a person to specialist services such as shared accommodation, abstinence programmes or social housing. I also liaise with the housing provider regarding references and any rent in advance and refer to specialist support agencies. | | |
|  | **Project Worker: Substance Misuse Team, Nacro, Liverpool – 2010 -2011**  Working closely with vulnerable people who have housing needs and have been substance dependent and are committed to abstinence. My responsibilities include completing an initial support and risk assessment, and if they are eligible, delivering their support. The service is client led, so the individuals take part in the design and monitoring of their development plans and we review these at regular intervals. The role requires records to be kept of all contacts with service users and partnership agencies and the processing of information onto our database. | |
|  | **Rise Worker: Female Heavy Drinkers Team, Novas, Liverpool – 2007 - 2010**  I worked with extremely vulnerable female heavy drinkers providing a high level of intense support**.** Working with clients experiencing domestic violence, child protection issues, safeguarding issues. | |
|  | **Rise Worker: Dual-Diagnosis Team, Novas, Liverpool – 2006 -2007**  Working with individuals with mental health issues alongside drug or alcohol dependency. I worked out in the community and in our supported accommodation. I was responsible for housing management, health and safety, risk assessment, lone working. Promoting independence and a better quality of life. | |
|  | **Generic Floating Support Worker , Novas, Liverpool – 2003 -2006**  Working alongside Riverside and Liverpool housing Trust, delivering a high quality service to their tenants. I was very much active in every aspect of setting up a new service working within Supporting People’s Quality Assessment Framework. As well as managing my own case load, I was involvement in weekly allocation meetings and networking and promoting the service. | |
| **EDUCATION**  **1979 -1984 Bankfield High School, Widnes**  3 O levels and 6 CSEs including grade 1 in English  **1991 - 1994 Halton College, Widnes**  Diploma in Health and Beauty and Beauty Specialist Diploma  **1996 - 1998 St. Helens College, St Helens**  HND Health and Social Care and Counselling Level 1 & 2  **2007 Blackburn House Group**  City and Guilds NVQ ITQ level 2 Office Skills | | |
| **TRAINING**  St Andrew 3 day First Aid At Work  Health and Safety Level 1  Working with High Risk Offenders  Domestic Violence Awareness  Freedom Programme( 2 day course)  Child Protection  Asbestos Awareness | | Safeguarding Level 1 & 2  Risk Assessment  Drug and Alcohol Awareness  Welfare Benefits  Mental Health  Fire Awareness |
| **ADDITIONAL SKILLS**  Full Driving Licence and current DBS.  Whilst at Nacro I was also the Safeguarding Officer and advised the Liverpool based teams on situations involving domestic violence, child protection and vulnerable adults and safeguarding issues. As part of this role I was responsible for recording information and liaising with management, social services and other statutory agencies.  During my time at Novas I volunteered to be a champion of the Service User Involvement Forum. I set up the forum and fed back to colleagues and management. The forum was also involved in developing policies and designing leaflets for prospective clients. Part of the role was to gain outside funding and assist with the budgeting of the forum. | | |
| **OTHER INTERESTS**  In my spare time I enjoy beauty and alternative therapies. I still like to utilise the skills I gained during my diploma course on friends and family and continue making aromatherapy oils for myself and as gifts. | | |