

Owen Grady

Highly-motivated second year psychology student, eager to pursue my passion for clinical psychology / therapy. Experienced in volunteering for SHOUT, where I assisted texters from a crisis to discovering next steps in their well-being. While volunteering, I developed strong active listening skills and building rapport with the texters.

Education

Psychology BSc

University of Huddersfield, Huddersfield

Sep 2021 – Sep 2024

Key Modules:

- Social Psychology and Personality
- Cognitive Behavioural Therapy
- Cognition; Brain and Behaviour

BTEC Level 3 – Computing

Calderdale College, Halifax

Sep 2019 – Jul 2021

Assisted on a project developing a voice inputted insurance claim using Amazon Alexa for Covea Insurance

Grades:

- D*D*D*

Work experience

Crisis Hotline Volunteer

Shout, Remote

Jul 2022 – Present

Volunteering for Shout was a rewarding experience, I've currently assisted 70 texters with a wide range of issues. I supported the texters from a hot crisis to a cooler moment. I ensured that I was always empathetic with the texters and volunteering for Shout has enabled me to develop active listening skills and building rapport with texters.

Responsibilities:

- Risk assessing texters for suicide and abuse
- Flagging supervisor if the texter 'laddered up' on the suicide risk assessment
- Utilising good contact techniques to build rapport with the texter
- Ensuring the texter had a good plan following the conversation
- Supporting a texter through an 'active rescue' by reassuring them that emergency services would be arriving to support them

Skills:

- Identifying if the texter was at imminent risk of suicide/harm, i.e. risk assessment skills
- Time-management – Actively listen and respond to the texter
- Volunteering at off-peak hours during high demand
- Active listening and warm contact techniques
- Communicating promptly with the texter and checking in on them, once they've stopped responding

Personal details

Name

Owen Grady

Address

30 Erringden Road
Hebden Bridge, HX7 5AR

Email

owengrady123@gmail.com

Hobby

Cricket

Basketball

Reading

Hiking

Gratitude Journaling

IT skills

Microsoft Office Suite

● ● ● ● ●

SPSS

● ● ● ● ●

Web Development

● ● ● ● ●

Languages

English

● ● ● ● ●

Spanish

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Bar Staff Member

Jun 2022 – Sep 2022

Mytholmroyd Community Centre, Mytholmroyd

Working under the guidance of the Community Centre manager, I delivered a high standard of customer service and satisfaction. I ensured all customer requests were handled effectively and I also assisted in addressing difficult customer complaints which facilitated in developing my communication skills. I aided my colleagues during intense demands while working to serve customers of over 100.

Responsibilities:

- Serving customers from behind the bar
- Operating the till and taking cash/card
- Preparing the bar for service, stocking the fridge with wine/drinks
- Working at weddings/private functions and events

Skills:

- Able to work effectively under high pressure
 - Ability to communicate well to other members of staff
 - Excellent customer service
 - Capable of working weekends and late night shifts
 - Coordinated in alleviating angry customer complaints through good communication skills
 - Working 12 hour shifts
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