# **Joanne Williams**

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Experienced practitioner, I manage a large caseload of vulnerable and 'hard to reach' clients. Able to utilise strong written and verbal communication skills, to provide support, information and guidance on physical and mental health and wellbeing. An enthusiastic team member, who can use own initiative and work autonomously to complete projects independently. Passionate about building resilience and healthy lives for individuals and communities by empowering individuals to make changes to improve their health. I worked remotely delivering online activities to keep residents connected during Covid-19.

### **ACHIEVEMENTS**

#### **EMPLOYMENT HISTORY:**

Help on Your Doorstep

**GNS** Coordinator

Jan 2021 - October 2021

Role and responsibilities

To lead on the delivery of Bemerton Good Neighbours Scheme, working with local residents, staff
and partners to ensure that community participation and wellbeing is met, as well as being
responsible for supporting volunteers, to support the residents in the community.

**Hestia Refuge** 

Refuge Support Worker

June 2020 – August 2020

Role and responsibilities:

The post involves working closely with abused women and their children who are living in our refuges escaping domestic violence. A key requirement is to provide personal welfare support and to ensure that women are provided with a safe, supportive, and welcoming environment.

**Shoreditch Trust** Community Coordinator /Health Coach January 2015 – June 2020 Role and responsibilities:

- Engage local residents, particularly those from 'hard to reach' communities, supporting them to make healthy lifestyle choices through a goal-based 'Health Action Plan'
- Providing home visits and an extended health action plan, for 50+ adults who are isolate at home or may have a disability or are Stroke Survivors
- I am the deliver/facilitator of a workshop and provide group work to one of our other Shoreditch Trust Projects, which supports our young people aged 17-25 years
- Interpret complex health information and guide clients to better understand both their health barriers and areas of change to prioritise
- Identify clients' needs and make onward referrals to Shoreditch Trust Community Connections services including sexual health advice and NHS health checks
- Refer residents to external services, where appropriate, including debt and housing support, GPs and mental health services, smoking cessation, weight management
- Supporting residents on a 1:1 basis, helping them to identify personal health goals, addressing barriers to improved health and promoting behaviour change
- Organise and deliver a schedule of outreach events in the local community
- Develop new partnerships with local organisations, to promote the Community Connections services and improve referral pathways between services
- Identity relevant local health and social care resources to support residents with their health goals

- Maintain an accurate record of activities, both on paper and electronically
- Utilise a Client Management System, to track all client activity and to make internal referrals to the Community Connections Services
- Produce written reports for the Community Connections Project Manager to use in wider reporting for commissioners
- Effectively prioritise workload and manage time efficiently to ensure all tasks are completed on time

**Social Action for Health** Outreach Project Worker/Practice Assistant June 2012 – Nov 2013 Role and responsibilities:

- Booked appointments for cancer screening
- Encouraged patients to partake in the screening programme/outreach work
- Advised patients of the treatments and tests available
- Liaise with specialist cancer organisations
- Establishing and developing relationships with communities
- Communicating with individuals about promoting health and wellbeing
- Enable individuals to change their behaviour to improve their health and wellbeing

## **Kings Cross Homelessness** Project Outreach Advice Officer Sept 2007 – June 2009

- Support work including dealing with client's face to face & assessing clients' needs
- Data input, report writing and all associated administrative tasks for developing the project
- Liaise with various housing organisations and advocacy services
- Referral to other organisations i.e., Solicitors, Counselling Services, Child Protection Services

#### **QUALIFICATIONS AND TRAINING:**

- First Aid at Work HoYD, July 2021
- Suicide Prevention Training Zero Suicide alliance, May 2020
- General Bereavement Training Mind Croydon, April 2020
- Working with People Suffering Domestic Abuse Shelter, Jan 2020
- Safeguarding Training Shoreditch Trust, Jan 2020
- GDPR Training Central, Jan 2020
- Disability awareness Training Volunteering Matters, Aug 2019
- Mental Health First Aid Shoreditch Trust, March 2019
- First Aid at Work Shoreditch Trust, Sept 2018
- NCFE Cache Level 2 Certificate in Understanding Specific Learning Difficulties DLU Grimsby, Sept 2018
- Suicidal Awareness Training July 2018
- Contextual Safeguarding Training June 2018
- Diabetes Awareness Training June 2018
- Personal Crisis Training Mar 2018
- Fire Warden Training 1<sup>st</sup> Attendance Ltd, June 2017
- Volunteer Walk Leader Training May 2017
- Dementia Awareness Training Mar 2015
- NVQ Level 3 Health Trainer (RSPH) City & Guilds, Aug 2014
- Level 2 understanding Behaviour Change (Health & Wellbeing) RSPH, May 2014
- Postgraduate Certificate Integrative Counselling London Metropolitan University, March 2005
- BTEC Professional Development Diploma Counselling Hackney Community College, Oct 2002
- NVQ Level 3 Certificate Information, Advice & Guidance City & Islington College, Dec 2002
- BTEC Professional Development Certificate Counselling Hackney College, Oct 2001