

Benjamin Chisom Nzeh

Healthcare Assistant

Skilled Care Provider assisting elderly, convalescents, or persons with disabilities with daily living activities in-home or within care facility. Talented at attending to patients in diverse healthcare settings. Focused on providing optimal support to clients through personalized assistance and care required to manage diverse medical conditions. Proficient in organizing medications, doctor appointments and personal activities. Caring, organized and friendly with excellent interpersonal skills. Collaborative team player with strong clinical and interpersonal skills.



Education

2017-09 - 2019-06 **Master of Science: Social Work in Health Care**

University of Debrecen - Hungary

2012-09 - 2016-12 **Bachelor of Science: Health Education**

University of Maiduguri - Nigeria



Work History

2022-04 - Current **Healthcare Assistant**

Safeguard Healthcare, Croydon, Surrey

- Maintained record of daily individual activities, behaviors and pertinent incidents for patient analysis and assessment.
- Analyzed overall patient performance and recommended adjustments to care plan goals, supporting individual progression.
- Helped clients manage and reach individual goals, supporting independent progression and social skills.
- Promoted community integration by providing extensive physical, emotional and social support.
- Tracked and documented metrics, and evaluated trends.
- Transported clients to appointments, shopping venues and entertainment events according to



Contact

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Skills

Behavioral Intervention
Plans (BIP)

Advanced

Analytical and Critical
Thinking

Advanced

determined schedule.

- Remained alert to problems or health issues of clients and competently responded.
- Documented residents' mental status, sleep and eating patterns in medical record books.
- Recorded temperature, blood pressure, pulse, or respiration rate as directed by medical or nursing staff.
- Recognized and reported abnormalities or changes in patients' health status to case manager.
- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.
- Engaged patients in meaningful conversation, socialization and activity while providing personal care assistance.
- Built strong relationships with clients to deliver emotional support and companionship.

Organization and Time Management

Advanced

Dependable and Responsible

Advanced

Accuracy and efficiency in documentation

Advanced

Crisis Intervention

Advanced

Psychosocial assessments

Advanced

SMART goals

Advanced

2018-01 -
2018-04

Social Worker

Evangelical Home of Love, Nyiregyhaza, Hungary

- Interviewed clients, families or groups to assess situations, limitations and issues and implement services to address needs.
- Developed Functional Behavioral Assessment and Positive Behavioral Intervention Plan to identify cause of problem behavior, formulate strategies to address behavior and teach new behavioral skills.
- Explained medical care options to help families make informed healthcare decisions.
- Maintained record of daily individual activities, behaviors and pertinent incidents for patient analysis and assessment.
- Counseled individuals and families regarding mental health, substance abuse, physical abuse and rehabilitation issues.
- Interviewed clients and family members to obtain key information for case planning and management.
- Attended meetings, conferences and training courses to advance professional knowledge of

social work.

**2018-02 -
2018-07**

Social Work Intern

*Family and Child Welfare Centre , Nyiregyhaza,
Hungary*

- Completed home wellness checks under licensed social worker supervision to verify client well-being in healthy and stable environment.
- Visited individuals in homes and attended group meetings to provide information on agency services, requirements and procedures.
- Interviewed clients and family members to obtain key information for case planning and management.
- Offered employment counseling and provided referrals to community outreach programs to help clients gain independence.
- Assisted Social Workers with wellness checks and home visits to supervise separated families.
- Conducted outreach to local referral sources to build strong partnerships for supportive services.
- Explained medical care options to help families make informed healthcare decisions.
- Assisted social workers with medical records reviews to facilitate improved performance and quality assurance.
- Completed detailed charts to summarize interactions with patients and booked follow-up sessions.
- Mediated between family members to facilitate conflict resolution and build healthy family relationships.
- Offered community resource guidance to clients to meet family needs for assistance.

**2018-11 -
2019-06**

Social Worker Trainee

Periferia Egyesulet , Nyiregyhaza, Hungary

- Performed client screenings and accurately recorded data in case files to facilitate clinical case coordination services and case management duties.
- Conducted outreach to local referral sources

to build strong partnerships for supportive services.

- Completed detailed charts to summarize interactions with patients and booked follow-up sessions.
- Obtained and supplied information to coordinating agencies to provide best possible guidance to clients.
- Secured housing, medical care and employment for clients by collaborating with various community agencies.
- Counseled individuals and families regarding mental health, substance abuse, physical abuse and rehabilitation issues.
- Assessed cognitive abilities and physical and emotional needs of clients to determine appropriate interventions.
- Delivered services to customer locations within specific timeframes.

2017-01 -
2019-06

Community Health Educator

*Medecins Sans Frontieres-MSF Holland (OCA),
Maiduguri*

- Led planning and achievement of goals and objectives consistent with agency mission and philosophy.
- Promoted available resources and connected individuals with services.
- Prepared presentations on health and safety concerns for public.
- Gave public talks on importance of health education and specific disease prevention and treatment strategies.
- Helped programs improve outreach efforts and results with fresh designs for educational materials and visual aids.
- Supervised staff to coordinate needs assessments.
- Continually improved knowledge, skills and performance based on feedback and self-identified professional developmental needs.

2016-01 -
2017-01

Community Health Worker

UNICEF Community Mobilization of Acute Malnutrition (CMAM) , Maiduguri, Nigeria

- Identification of malnutrition patient by MUAC measurement and bilateral edema
- Registration of malnutrition patient (SAM)
- Carry out appetite test
- Distribution of "Ready-to-Use Therapeutic Food" (RUTF) to beneficiaries
- Monitoring of the SAM patient
- Targeted specific community groups with wellness and disease management information.
- Worked directly with patient treatment teams and participated in care coordination procedures.
- Obtained demographic, insurance and financial information from community members to offer thorough and personalized assistance.
- Explained required eligibility applications to patients and helped complete applications for services.
- Wrote and distributed informational materials on chronic diseases, infant mortality, substance abuse and other community health concerns.
- Provided complex counseling and identified alternative resources for patient care.
- Transported or accompanied clients to scheduled health appointments or referral sites.



Languages

English

Advanced