

Aiden Matthews.

Summary and Cover Letter.

Highly motivated and empathetic individual with a strong foundation in Psychology and Communication Science. Possessing a diverse skill set encompassing clinical counselling, trauma therapy, and organizational psychology. Proven experience in healthcare settings, including intensive care and primary care, demonstrating a commitment to patient well-being. Adept at building rapport and providing compassionate support to individuals facing various challenges.

Strong academic background, including certifications in NLP, Hypnotherapy, and Trauma Informed Care. Proficient in communication, both written and verbal, with experience in teaching and tutoring. Committed to lifelong learning and professional development. Seeking opportunities to apply knowledge and skills in a dynamic and supportive environment.

Key Skills:

- Clinical Counselling
- Trauma Therapy
- Crisis Intervention
- Mental Health First Aid
- Communication Skills
- Interpersonal Skills
- Empathy
- Active Listening
- Problem-Solving
- Critical Thinking
- Organizational Skills
- Time Management
- Adaptability
- Teamwork

Relevant Experience:

- **Clinical Counselling:** Provided therapeutic interventions for individuals experiencing trauma, anxiety, depression, and other mental health conditions.
- **Healthcare:** Worked as an Enrolled Nurse in intensive care and general ward settings, demonstrating strong clinical skills and patient care.
- **Teaching and Tutoring:** Experienced in delivering engaging and effective lessons, both online and in-person.

- Volunteer Work: Contributed to community organizations, providing support and assistance to those in need.

Additionally, my Psychology and Communication Science degree has equipped me with strong communication, problem-solving, and organisational skills, which are essential for success in business and working environments. I am confident in my ability to build rapport with others, understand their needs, and effectively create a client friendly environment.

CONTACT INFORMATION.

Nationality: South African.

Area: Blouberg, Cape Town, Western Cape.

- Cell Phone & WhatsApp No: (+27) 077-270-8205
- Email: aidenbmatthews@gmail.com

TERTIARY EDUCATION.

- 2024-: Diploma Human Resources (HR)- Advance Learning Human Resources (HR) HR & digital learning experts
- 2024-: Certificate Fundamentals of Human Resources- XSIQ
- 2020-2024-: Bachelor of Arts Psychology and Communication Science Majors Student- University of South Africa (UNISA) NQF 7
- 2022-2023- HIV/AIDS Care and Counselling NQF 6: University of South Africa
- 13 March 2023- Basic Life Support and Advanced Cardiac Life Support Certifications: National Healthcare Provider Solutions (NHCPS) Save a Life org.
- 13 January 2023: NLP Practitioner and NLP Life Coach certification- Transformation Academy-ABNLP
- 11 January 2023: Clinical Hypnosis and Hypnotherapy Certification- ICCHP
- April 2022: Trauma Informed Care Certification (Alberta Health Services)
- December 2020: Accenture Courses

Self-Confidence - Self-assurance - Advanced (Level 5) 1 12/22/20 Communication -
Written comprehension - Master (Level 6) 1 12/23/20 Self-Confidence -
Self-assurance - Master (Level 6) 1 12/23/20

Be Digital master level 2 12/23/20 Training length 5

- September 2020: The Open University (Open Learn): Emotions and Emotional Disorders.

- Back to basics: Dealing with child sexual abuse in South Africa Accreditor: SAMA
Accreditation number: MDBO15/891/06/2020 Provider: Jelly Beanz (Medical Practice Consulting) Date: 19 Aug 2020
CEU's: General - Level 2 - 2 points Total CEU's: 2

- Title: Sleep Matters September 2019 Vol. 10 No. 3 CPD questionnaire Venue: Online
Accreditor: SAMA
Accreditation number: MDBO15/1265/09/2019 Provider: HMPG: Sleep Matters
Date: 19 Aug 2020
CEU's: General - Level 2 - 3 points Total CEU's: 3

- Title: Sleep Matters March 2020 Vol. 11 No. 1 CPD questionnaire Accreditor: SAMA
Accreditation number: MDBO15/396/02/2020
Provider: HMPG: Sleep Matters (Medical Practice Consulting) Date: 19 Aug 2020
CEU's: General - Level 2 - 3 points Total CEU's: 3

- August 2020: The Open University (Open Learn):
 - 1) Starting With Psychology Course.
 - 2) Exploring Depression.
 - 3) Exploring Anxiety.
 - 4) Exploring the relationship between Anxiety and Depression.

- June 2020: The Open University (Open Learn):
 - 1) Writing what you know Course.

- 2) Paraphrasing Text Short Course. 3) Summarizing Text Short Course.
- TEFL SOUTH AFRICA-INTERNATIONAL TEFL ORGANIZATION. Jan 2020-April 2020: TEFL/TESOL Certificate.
 - February 2013- February 2014: Life College of Learning East Rand- PeN2 Course Leading to the Enrolment as a nurse.
(Theory: 77% Practical: 82% Passed with Honours.)
Practical Hours completed at Life Healthcare Dalview Clinic and Glynwood Hospital
 - 26 August 2011: Arwyp Training Institute- Customer Service Course (Mark to pass 90%)
 - June 2011- July 2012: PEN 1(Course leading to Enrolment as An Auxiliary Nurse (Theory: 66% and Practical: 77.50%- Distinction: ATI Arwyp Training Institute/Hospital.
 - South African Nursing Council (SANC) Reference Number: 16023996

Secondary Education.

- Highest level of Secondary School completed: Grade 12 (Matric) NQF 4
- 2009- Brainline Junior University Pretoria.

SUBJECTS.

Math's Literacy 5

English 4

Tourism 5

Afrikaans 3

Business Studies 4

Life Orientation 7

History 5

University Exemption to study a bachelor's degree.

TEACHING ONLINE AND FACE TO FACE EXPERIENCE.

- June 2020-Khensani's Collection- Online and Face to Face English Teacher, Writing lesson plans for Learning and Teaching App.
- May 2020- Café Talk- Tokyo, Japan ESL Teacher/Tutor/Instructor (Online, Freelance)
- May 2020- RefuNet- United Kingdom ESL Teacher/Tutor Volunteer- Online
- April 2020- Paper Airplanes- Syria ESL Teacher/Tutor Volunteer- Online
- 2014-2017-Tutoring and Mentoring Nursing Students Basic level and Second Level Nursing Science, Anatomy & Physiology and Nursing Procedures.

PROFESSIONAL/WORK EXPERIENCE.

- January 2023: Mental Health and Related Treatment Referral and Support Agency
 - Confidential treatment referrals tailored to individual needs.
 - Ongoing support services
 - Information and resource provision
 - Offering screening and assessment
 - Intervention Services
 - School awareness and education campaigns
 - Employee Assistance Programs
 - Post-treatment aftercare and support
 - Support resources and connections
 - Support group connections
 - Relapse prevention planning

- Family support resources
- Outpatient services/groups

- January 2019-2023: Conscious Minds Therapy and Academics (Own Freelance Business)

- Writer,
- Proofreader and Editor
- Academics Writer,
- Psychology, Sociology and Criminology Tutor
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- January 2022-January 2023: Netcare Alberton Hospital (Initium Counselling)

- Trauma Counsellor

Daily Duties

- Provide clients with an opportunity to discuss their experiences within an empathetic supportive setting.
- Assist in developing strategies for dealing with the ongoing difficulties that result from these experiences.

- Diffusing and Debriefing

- Person Centred Therapy

- Trauma Group and Family Therapy

- Client Case Report Writing.

- Referral services.

- Follow up services

- May 2018 - February 2022: New Day Rehabilitation Centre & Halfway House

Consultant Trauma Counsellor/Primary Care and Halfway House Manager

Daily Duties.

- Provide clients with an opportunity to discuss their experiences within an empathetic supportive setting.
- Assist in developing strategies for dealing with the ongoing difficulties that result from these experiences.

Primary Care:

- Client Intake and Assessment: Conduct initial assessments of potential clients, evaluating their needs and suitability for the program.
- Individual and Group Therapy: Provide individual and group therapy sessions for clients struggling with addiction and co-occurring disorders.
- Case Management: Develop and implement individualized treatment plans, coordinating care with other professionals and monitoring progress.
- Medication Management: Oversee the safe and effective administration of medication, as prescribed by a medical professional.
- Relapse Prevention: Develop and implement relapse prevention strategies, educating clients on coping mechanisms and triggers.
- Discharge Planning: Work with clients to develop discharge plans, ensuring a smooth transition back into the community.
- Documentation and Reporting: Maintain accurate and detailed client records, preparing reports and evaluations as needed.
- Supervision: Supervise primary care staff, ensuring the delivery of quality care and adherence to protocols.

Halfway House Management:

- **Admissions and Discharges:** Manage the admissions and discharges of residents in the halfway house.
- **Resident Supervision:** Provide daily supervision and support to residents, ensuring their safety and well-being.
- **Structure and Routine:** Develop and implement a structured daily routine for residents, promoting independent living skills.
- **Individual Support:** Provide individual support to residents, addressing their challenges and needs.
- **Group Activities:** Facilitate group activities focused on recovery, life skills development, and peer support.
- **Community Reintegration:** Assist residents with reintegration into the community, helping them find employment, housing, and support services.
- **Liaison with External Agencies:** Maintain relationships with external agencies, such as employment services and probation officers, to support residents' reintegration.
- **Budget and Resource Management:** Manage the budget of the halfway house, ensuring the efficient use of resources.
- **Staff Supervision:** Supervise halfway house staff, ensuring the delivery of quality care and adherence to protocols.

Additional Responsibilities:

- **Compliance with Regulations:** Ensure adherence to all relevant laws, regulations, and ethical guidelines.
- **Professional Development:** Maintain professional knowledge and skills through ongoing training and education.

- **Teamwork and Collaboration:** Work effectively with other team members, including therapists, counsellors, and medical professionals.
- **Data Management and Reporting:** Collect and analyse data on program outcomes, preparing reports as needed.
- **Advocacy and Public Relations:** Represent the rehabilitation centre in the community, raising awareness about addiction and recovery.

- **September 2016 – May 2017 (Seasonal/Temp Work):** Wild Waters water Park
Boksburg

Lifeguard: Basic Life Support and Advanced Cardiac Life Support Certifications:
National Healthcare Provider Solutions (NHCPs) Save a Life org.

- **November 2016 - May 2019: V and A Agency Enrolled /Staff Nurse**
Netcare Linmed ICU
Tambo Memorial ICU

An Enrolled Nurse (EN) in the Intensive Care Unit (ICU) is a crucial member of the healthcare team, providing direct and indirect care to critically ill patients. They work under the supervision of Registered Nurses (RNs) to ensure high-quality care for patients with complex medical conditions.

- **Responsibilities:**

Patient Care:

- Performs tasks as directed by the RN, following the established plan of care.
- Monitors vital signs, including heart rate, respiration, temperature, and blood pressure.
- Assists with administering medications and other treatments as prescribed.
- Provides basic hygiene care, dressing changes, and other comfort measures.
- Observes for changes in the patient's condition and reports them to the RN.

Communication:

- Collaborates effectively with the RNs, doctors, and other healthcare professionals.
- Maintains clear and accurate documentation of patient care.
- Communicates effectively with patients and their families, addressing concerns and providing emotional support.

Safety and Sanitation:

- Maintains a clean and safe environment for patients to prevent infections.
- Follows standard precautions for infection control.
- Assists in ensuring the safe operation of medical equipment.

Qualifications:

- Enrolled Nurse qualification
 - Experience in a critical care setting
 - Excellent communication and interpersonal skills
 - Strong critical thinking and problem-solving abilities
 - Compassion and empathy for patients and their families - Ability to work effectively under pressure
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- Life Healthcare - The Glynwood Hospital ICU and General Wards (Orthopaedic, General, Surgical)

Daily Duties:

Enrolled Nurse in various General wards and Theatre as a floor Nurse.

Theatre Enrolled Nurses (ENs) are vital members of the operating room team, assisting Registered Nurses (RNs) and surgeons in providing care for patients undergoing surgery. Their duties focus on patient care, maintaining a sterile environment, and ensuring the smooth running of the operating room. Here's a breakdown of their key responsibilities:

Pre-operative Care:

- Assisting with preparing the operating room by stocking supplies, medications, and instruments according to the specific procedure.
- Verifying that all equipment is functioning properly and calibrated.
- Participating in pre-operative patient assessments (within their scope of practice) and helping prepare patients for surgery.

Intra-operative Care:

- Scrubbing in and maintaining sterility throughout the surgery.
- Assisting the scrub nurse by anticipating their needs and passing surgical instruments and supplies.
- Monitoring patients' vital signs and reporting any changes to the RN or surgeon.
- Helping with patient positioning and draping.

Post-operative Care:

- Assisting with transferring patients to the recovery area.
- Cleaning and restocking the operating room for the next surgery.
- Documenting care provided throughout the surgical process.

Additional Duties:

- Following infection control protocols to maintain a sterile environment.
- Effectively communicating with surgeons, anaesthetists, and other healthcare professionals.
- Providing emotional support and reassurance to patients before, during, and after surgery (where appropriate).
- Keeping up-to-date on surgical procedures and best practices.
- Customer relations which include face to face client interaction.
- Administration duties which include uploading client information and data capturing as per hospital policies and procedures.
- Continuous updating of needs analysis system to offer and maintain better customer service.
- Maintain ongoing hospital-client liaison with continuous data updating via online data system. Stock control and stock take of all supplies and patients' medication.
- Recording and reporting on continuous customer and patient care.
- Auditing of patient files according to hospital policies and procedures to ensure that this is being adhered to.
- Problem solving and complaint rectification in order to deal with issues and to ensure customer satisfaction.

- March 2011 - Oct 2016: Nursetec Agency Enrolled Nurse.

Daily Duties:

Enrolled Nurse in various General wards and Theatre as a floor Nurse.

- Customer relations which include face to face client interaction.
- Administration duties which include uploading client information and data capturing as per hospital policies and procedures.
- Continuous updating of needs analysis system to offer and maintain better customer service.
- Maintain ongoing hospital-client liaison with continuous data updating via online data system. Stock control and stock take of all supplies and patients' medication.
- Recording and reporting on continuous customer and patient care.
- Auditing of patient files according to hospital policies and procedures to ensure that this is being adhered to.
- Problem solving and complaint rectification in order to deal with issues and to ensure customer satisfaction.
- March 2008 - April 2011: The Convenient Cook.

Daily Duties:

- Daily ordering of food and beverage.
- Daily online sales and marketing updates.
- Invoicing.
- Collection and delivery of food and beverage in the greater Gauteng area.
- Continuous telephonic client liaison interaction.
- Updating daily data information supplied by new online and telephonic clients.

Volunteer Work.

- SANCCOB Saves Birds Cape Town- 2024-Current.
- CPF Fairlands Randburg- General Maintenance of Town Parks and Historical locations and sites in and around Fairlands.
- OATSA- 2011-Current: Volunteer and Board Member- Support, Pro bono Counselling for Patients and Families, Board Member, medical team, fund raising etc.
- Caylumm Willemsse Foundation- Fund Raising and Support Volunteer.
- Thabantwana Day care Centre- Volunteer, Painting, Feeding the Children, Educational Play and Teaching.

REFERENCES.

- Cathy: SANCCOB Volunteer Coordinator 076 682 5130
- Dr Corne De Vos: OATSA Head Director and Head Paediatric Surgeon Tygerberg Hospital Cape Town 082 387 0526 devos.corne@gmail.com / info@oatsa.co.za
- Ruth Matthews: The Convenient Cook Owner 079 614 6697
ruthmatthews7@gmail.com (Company closed)
- Johann Landman: New Day Rehabilitation Centre Manager 066 070 7242
johannlandman26@gmail.com (Left due to Centre Closing down)
- Dalena Crowhurst: Initium Counselling (Netcare Alberton Hospital) 082 481 8413
dalena99@telkomnetsa.net (Left due to relocating)