

AKOSUA POKUA AGAPONG

8407a 169st
Edmonton, AB T5R 2W7
437-979-9554

akosua.agyapong@outlook.com

WORK OBJECTIVE: To Secure a fulltime position that will utilize my skills and provide further skills as a Residential and Community Service Worker

HIGHLIGHT OF QUALIFICATIONS

- 2years experience working with the disabled and the mentally challenged individuals.
- Excellent communication skills for working in difficult situations.
- Basic computer skills in Android and Apple software.
- Fluent in English Language as first Language.
- Able to deal with difficult situations, persons with physical and developmental disabilities.
- Excellent with critical thinking and problem solving.
- Ability to work with various ethnic groups.
- Able to work independently and effective team player.
- Friendly, flexible, and motivated.

EMPLOYMENT EXPERIENCE

PERSONAL SUPPORT WORKER

February 2023 – November 2023

PRIVATE CLIENT

North Bay, ON

- Performed direct patient care, assistance with elimination/toileting/personal hygiene, grooming and dressing
- Assisted with taking medication
- Prepared meal and assist client with feeding
- Recognised and reported changes in client's behavior related to illness and other conditions
- Implementing strategies such as planned daily activities, interventions, structured environments and organized recreational and social activities.
- Assisted individual identify personal strength and resources for positive lifestyle.
- Assisted with prescribed exercise
- Help control acts of aggression and depressive, destructive or self-injurious behaviours.

SUPERVISOR/SUPPORT STAFF

October 2021- January 2023

SOUTHBRIDGE PINWOOD

THUNDER BAY - ON

- Assist in the daily care of patients by helping with personal hygiene, meals, and activities.
- Monitor and observe patients' behaviors, emotional states, and physical conditions. Report any significant changes or concerns to the supervising professional.
- Participate in therapeutic activities such as group therapy sessions, recreational activities, and skill-building exercises.
- Maintain accurate and timely documentation of patient interactions, observations, and care provided.
- Ensure that safety protocols are followed, especially in situations where patients may pose a risk to themselves or others.

- Offer emotional support and reassurance to patients, helping them feel comfortable and understood.
- Helped disadvantaged individuals access proper medical treatment.
- Helping the disabled with medical care
- Conducting interviews and orientations for potential and new employees.
- Reviewing staff performance appraisals.
- Provide supports to cultural support worker as required.

EDUCATION, TRAINING and CERTIFICATION

Kwame Nkrumah University of Science and Technology

2016

TRAINING

- Medication Administration
- Foundations
- Nonviolent Crisis Intervention
- Documentation
- Health & Safety
- Proactive Behaviour
- Abuse Prevention & Response Protocol
- Suicide and Self-Harm Intervention Standard

First Aid, CPR and AED (with certificate)

- Indigenous Awareness (*no certificate*)
- Trauma Informed

INTERESTS

- Reading
- Singing
- Travel

REFERENCES

- Available upon request