



Lauren Jones

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Residential Status: Entitled

Profile

Psychology graduate with experience of supporting a wide range of individuals with specific needs to develop their communication and social skills. Quick to develop good relations with others having a non-judgemental, empathetic and caring nature. Experienced in report writing, analysing research and applying theoretical knowledge to practical issues and problems. Now seeking an opportunity to further develop my career supporting others.

Commented [LJ1]: Include a profile which captures your experience and skills and is tailored to the job you are applying for.

Education

2009 – 2012 **Durham University** **BSc (Hons) Psychology** **2:1**

- **Developed** a broad range of transferable skills including teamwork, communication, problem solving and decision making via assignments, peer presentations, scientific reports and seminar discussions
- Demonstrated a broad range of technical and practical skills including statistical data management and analysis, effective utilisation of SPSS software, applied quantitative and qualitative research methods
- **Dissertation:** 10,000 word research project on the cognitive outcomes of malnutrition

Commented [LJ2]: Be specific about relevant competencies and skills gained on your course. It is also useful to include the modules you have studied, particularly if these relate to the roles you are applying for.

Core modules studied:

- Memory and Language
- Social and Developmental Psychology
- Brain Process of Cognition and Perception
- Abnormal Psychology and Personality
- Emotion and Social Cognition
- Cognitive Psychology
- Statistics
- Research Methods

2002 – 2009 **St Helier Secondary School**
A Levels Psychology (A), Maths (A), Biology (A)
AS Levels Sociology (B)
GCSEs 10 GCSEs from A* - B including Maths and English

Work Experience

September 2012 – present **Emerald House** **Support Worker**
Currently working for a charity which supports adults with learning difficulties. Duties involve;

- Working one to one with adults in the community, assisting individuals to live independently
- Supporting adults with their daily activities including food shopping, banking and accessing services within the community
- Acting as an advocate for the rights of individuals and helping to voice the needs of clients to services
- Liaising with other support agencies such as Health and Social Services to meet the agreed needs of the clients
- Maintaining accurate written records which are used to review clients progress with partner agencies and ensure support needs are being met

Commented [LJ3]: Include details of your work experience. Always list your most recent work experience first. Highlight clearly the dates, company and job title of each role.

Commented [SG4]: Tailor your CV to the job by evidencing where possible the skills an employer is looking for through your duties.



January – August 2012 Neuropartners Support Worker (Community)

- Whilst at University, I worked as part of a community team concerned with supporting individuals that have a brain injury or neurological condition
- Responsible for providing a range of practical support and care services to facilitate service user independence in the home and community

Achievements:

- Established a programme of support which facilitated access to key services such as Social Services, the Primary Care Trust and community college

July – August 2011 Norcare Volunteer

- Worked directly with vulnerable young people at risk of becoming homeless
- Involved in mentoring 5 young people with specific responsibility for helping them to access appropriate education and training opportunities
- Liaising with other charities and statutory services such as Connexions

Specific Training

- Undertook a series of training courses to develop my understanding of key issues such as substance misuse and mental health

July – September 2009 RBS Insurance Customer Service Adviser

- Responding with courtesy and efficiency to customer telephone enquiries
- Effectively managing a range of enquiries including claims, renewals, new accounts and policy termination
- Accurately documented all correspondence with customers using bespoke contact management system

Achievements:

- Successfully met monthly targets and commended for level of customer service
- Delivered presentation to new members of staff on effective customer service

Extra-Curricular Information

2011 – 2012 Psychology Society Events Co-ordinator

- Responsible for inviting speakers from a diverse range of psychology backgrounds to speak to society members
- Played a key role in organising a networking event with representatives from the field of clinical psychology in response to student interest

2010 – 2011 Durham University Student Welfare Representative

- Supporting welfare of students: voicing student concerns at relevant meetings
- Introduced 'buddy' system to support first year students
- Campaigned to raise awareness for mental health issues

Additional Skills

IT: proficient in Microsoft Word, Excel, PowerPoint, FrontPage and Access

Driving: full clean driving licence

Interests and Hobbies

I currently play bass in a band and regularly perform in local venues.

References

Available on request.

Commented [LJ5]: This is a useful section to have if you have gained particular experience/taken on additional responsibilities whilst at university.

Commented [LJ6]: Include skills not mentioned anywhere else on your CV

Commented [LJ7]: If you do have a hobbies and interests section, try and include specific examples of achievements you have gained or hobbies which demonstrate skills which are relevant to the roles you are applying for.

Commented [SG8]: If you have up to date details of 2 people who have agreed to provide references for you then you can add these here. If you haven't had chance to ask people to provide references for you or are short of space simply state 'available on request'