

# SINETHEMBA GUGU MNTAMBO

SOCIAL WORKER

17 Ondangwa Complex, 888 Sovereign road, Wilgeheuwel, Roodepoort, 1724

Gauteng, South Africa

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*“If you are working on something that you really care about, you don’t have to be pushed. The vision pulls you.”*

## Objective : \_\_\_\_\_

Dedicated and compassionate Social Worker with a Bachelor of Social Work degree from the University of KwaZulu-Natal. Seeking to leverage my diverse experience in counseling, case management, and community support to contribute meaningfully to the well-being of individuals and communities. Committed to professional growth and passionate about making a positive impact in the field of social work.

## Education : \_\_\_\_\_

**University of KwaZulu-Natal**  
BACHELOR OF SOCIAL WORK DEGREE

*Completed*  
2019

**Amahlubi secondary school**  
GRADE 12/NATIONAL SENIOR CERTIFICATE

*Completed*  
2013

## Professional Membership : \_\_\_\_\_

**South African Council For Social Services Professions**

REGISTRATION STATUSES: REGISTERED/ ACTIVE

*Council registration*  
*number: 10-51985*  
*2020- to date*

## Driver’s License : \_\_\_\_\_

- CODE 10 C1

## Work Experience : \_\_\_\_\_

**Moroka Clinic (Department of health)**

HEALTHCARE SOCIAL WORKER INTERN

*Soweto, Gauteng*  
*May 2024 - To date*

Job description :

- Conduct comprehensive assessments of patients’ social, emotional, and environmental needs to develop personalized care plans.
- Provide counseling and emotional support to patients and families, addressing issues related to illness, treatment, and recovery.
- Collaborate with multidisciplinary teams to coordinate and enhance patient care, ensuring access to necessary resources and services.
- Document and maintain accurate records of patient interactions, care plans, and progress, adhering to confidentiality and regulatory standards.

**Childline Gauteng**

HELPLINE COUNSELOR

*Johannesburg, Gauteng*  
*October 2023 - March 2024*

Job description :

- We provide lay counselling to our callers and if need be, in emergency situations, refer them to social workers (Department of Social Development/Child Welfare) and the police as we do not carry out statutory services i.e. social workers going out and doing home visits, or removals, as we are primarily a counselling institution.
- Childline SA is primarily a counselling service for children up to the age of 18.
- We chat to children from all over South Africa as well as adults that have concerns about children.

## **Hollard Persistency SA**

CALL CENTRE AGENT

Job description :

- Answer incoming calls and respond to email queries.
- Provide customers with excellent service.
- Explore possible solutions and ensure that clients feel supported and valued.
- Respond efficiently and accurately.
- Seize opportunities to up-sell.
- Attend mandatory training sessions to stay updated on product or company policy products when they arise changes.

*Johannesburg (Gauteng)  
January 2023- August 2023*

## **Department of Social Development**

SOCIAL WORKER

Job description :

- Intake and screening of cases and facilitating counselling and therapy to victims of abuse such as sexual and physical abuse.
- Undertake all home visits as required in case management.
- Assesses and furnish reports to the court. Court appearances
- Secure statutory placement of children through time-outs evaluation and issuing of orders.
- Facilitated Case Conferences for children placed in CYCC's and group work for orphaned children dealing with the loss of their parents
- Facilitated supportive and psychosocial services and counselling to address the needs of young adolescents.
- Assist in developing programs for the youth and awareness on Gender Based Violence and abuse,
- Performing all statutory functions as mandated in terms Developmental Social Welfare Services legislations.
- Facilitate the implementation of Social Behavioural Change in All wards.
- Render supervisory and reunification services.
- Assisting and training foster parents in managing childcare grant and the children in their homes.
- Coordinating child abuse and substance abuse programs
- Develop Care Plans and Individual Development Plans for children.
- Look alternative placement for the children in need of care. Attend meetings.
- Implement and facilitate Support Groups to vulnerable groups including people infected and those affected by HIV/AIDS.
- Development of vulnerable individuals, groups, families and communities through relevant programs.

*Social services  
May 2021-December 2022*

## **Department of Education**

EDUCATOR'S ASSISTANT

Job description :

- Assisting teachers with marking. Helping learners with school work.
- Supervising tests. Arranging documentation. Grading document.

*Geza primary school  
December 2020-April 2021*

## **Work Experience (Practicals) :** \_\_\_\_\_

### **Department of Social Development (Estcourt office)**

STUDENT SOCIAL WORKER

Job description :

- Generic Social Worker (Performing social work service, Foster care placement in terms of section 155(2) and 155(5) of the Children's Act no. 38 of 2005.
- Filing and writing reports.
- Rendering psychosocial support to clients.
- Assisting conducting group work.
- Assisting in implementing community work.
- Providing counselling and support to vulnerable clients.
- Facilitating screening of the clients for social workers.

*Social services  
July 2019-November 2019*

## **Skills :** \_\_\_\_\_

### **Technical Skills :**

- Microsoft office, Computer Literate, Time Management, Organizational skills, Analytical and Numerical,
- Professional counselling and interviewing skills, Case Planning and Management, Report writing, Policy Analysis, Research Skills.

### **Transferable Skills :**

- Service delivery in terms of Bathe Pele Principles. Understanding of Public Service relevant regulations
- Transformation of Child and Youth Care Centre. Knowledge of Bathe Pele Principles.
- Social development models. Working knowledge and understanding of human behavior and social systems.
- Ability to compile complex reports. Code of Conduct. Strategic business management.
- Working Knowledge of Public Service. Minimum standards of Child Protection.
- Interpretation of statutes. Research Methodology
- Labour Relations and disciplinary procedures. PFMA and Administration
- Children's Act no. 38 of 2005 as amended. White paper on Social Welfare Services

### **Personal Skills :**

- Interpersonal, Verbal and written communication, Attention to Detail, Ability to work under pressure, Empathetic

## **Languages :** \_\_\_\_\_

- **Home languages :** IsiZulu
- **Other languages :** English

## **References :** \_\_\_\_\_

### **1. Mr Bonginkosi Ntshaba (Community development practitioner)**

Department of Social development  
079 277 8515/ 036 342 7539

### **2. Miss Samukelisiwe Langa (Social worker)**

Child welfare South Africa, Durban  
0644550118/(072) 433-3617

### **3. Miss Sizakeke Sokhela, (Teacher)**

DOE Geza primary school  
+27 (83) 361-1106/+27 (72) 415-2896

### **4. Miss Namhla Mpakama (Social worker/Supervisor)**

Childline Gauteng  
060 400 3322