

CURRICULUM VITAE

PERSONAL DETAILS:

- **Name:** Ms Refilwe Ndlovu
- **Date of Birth:** 1989-12-01
- **Nationality:** South African
- **Gender:** Female
- **Ethnicity:** African
- **Residential Address:** 88 Shannon's Green, Summer Greens, Milnerton, 7441
- **Email:** refilewendlovund@gmail.com
- **Phone Number:** +27 790549420
- **Languages:** Xitsonga (Native), English (Fluent), Afrikaans, IsiZulu, Setswana, Tshivenda, Sepedi, Xhosa

EDUCATIONAL DETAILS

- **High School:** Mugena High School
 - **Year of Graduation:** 2005
 - **Qualification:** Matric Certificate
- **University:** University of Venda
 - **Degree:** Bachelor of Arts in Youth Development (Honours)
 - **Year of Graduation:** 2011
- **Thulamela Computer Academy**
 - **Certification:** Computer Literacy
 - **Skills:** Microsoft Word, Excel, Publisher, PowerPoint, Access, Outlook
 - **Year of Completion:** 2010
- **University of South Africa**
 - **Degree:** Bachelor of Arts in Psychology (Honours)
 - **Status:** Pursuing, awaiting results
- **Content Writer/Blog:** thelillythatgrowseveryday.wordpress.com

WORK EXPERIENCE DETAILS

Organisation: Department of Social Development

(Facility: Vredelus Secure Centre)

Position: Child and Youth Care Worker

Employment Period: July 2016 - Present

Responsibilities:

- Provide holistic care and support for children and youth in residential care.
- Develop and implement individualised care plans in collaboration with the multidisciplinary team.
- Foster positive relationships and create a safe and nurturing environment.
- Support young people in developing life skills and achieving personal goals.
- Advocate for the rights and well-being of children and youth in care.
- Engage in crisis intervention and de-escalation techniques when necessary.
- Document observations, interventions, and progress in client records.

- Collaborate with external agencies and community resources to meet the diverse needs of clients.
- Participate in team meetings, case conferences, and professional development activities.
- Conduct comprehensive assessments of children and youth upon admission to identify their strengths, needs, and preferences.
- Develop and implement therapeutic interventions and behaviour management strategies tailored to the unique needs of each individual.
- Facilitate group therapy sessions, psychoeducational workshops, and recreational activities to promote emotional regulation and social skills development.
- Collaborate with mental health professionals, social workers, and educational specialists to address complex issues such as trauma, abuse, addiction, and mental illness.
- Provide crisis intervention and de-escalation support during times of heightened agitation, conflict, or distress.
- Utilise trauma-informed care principles and evidence-based practices to create a trauma-sensitive environment that promotes healing and resilience.
- Advocate for the rights and interests of children and youth in care by ensuring their voices are heard and their opinions are respected in decision-making processes.
- Maintain confidentiality and adhere to professional ethical standards in all interactions with clients, families, and colleagues.
- Engage in ongoing training and professional development opportunities to enhance knowledge and skills in areas such as trauma therapy, cultural competency, and child welfare policy.
- Participate in case management meetings, interdisciplinary team meetings, and supervision sessions to review progress, set goals, and develop individualised treatment plans.

Organisation: The presidency - Department of Planning, Monitoring and Evaluation

Directorate: Youth Development

Position: Youth Development Intern

Employment Period: June 2015 - May 2016

Responsibilities:

- Assist in organising meetings, workshops, and events related to youth development initiatives.
- Conduct research and analysis on youth issues and trends.
- Compile reports and presentations for internal and external stakeholders.
- Support the development and implementation of youth-focused policies and programs.
- Liaise with government agencies, NGOs, and youth organisations to coordinate activities and resources.
- Provide administrative support to the Youth Development Directorate, including data entry and file management.

Organisation: The New Love Life Trust

Position: GroundBreaker

Employment Period: January 2012 - June 2012

Responsibilities:

- Facilitate workshops and activities promoting positive youth development and healthy lifestyles.
- Engage youth in peer education and community outreach initiatives.
- Provide mentorship and support to at-risk youth.
- Assist in organising events and campaigns to raise awareness of social issues affecting young people.
- Collaborate with local schools, community centres, and other stakeholders to implement programs and services.
- Provide individualised mentorship and guidance to young people facing challenges such as substance abuse, gang involvement, or family conflict.
- Collaborate with local agencies and service providers to access resources and support services for youth participants.
- Assist in the planning and execution of community events, including health fairs, cultural festivals, and awareness campaigns.
- Utilise social media platforms and digital tools to amplify messaging and reach target audiences.
- Participate in advocacy efforts to address systemic issues impacting youth, such as access to education, employment, and healthcare.
- Maintain accurate records of program participation, outcomes, and feedback from participants and stakeholders.
- Evaluate program effectiveness and make recommendations for continuous improvement based on data and best practices in the field.

Organisation: Manini Drop in Centre

Position: Youth Worker

Employment Period: July 2009 - October 2009

Responsibilities:

- Plan and facilitate youth development programs and activities.
- Provide counselling and support services to young people experiencing challenges.
- Assist with fundraising and grant writing to support program sustainability.
- Network with local businesses, schools, and community organisations to create opportunities for youth engagement.
- Maintain accurate records of program participation and outcomes.
- Collaborate with colleagues to assess and address the needs of youth in the community.

SKILLS AND COMPETENCIES

- Excellent communication and interpersonal skills.
- Strong understanding of child and youth development principles.
- Ability to work effectively in a multidisciplinary team.

- Knowledge of trauma-informed care practices.
- Proficiency in Microsoft Office Suite and data management systems.
- Commitment to ongoing professional development and reflective practice.

REFEREES

1. Mrs. Centhia Jones
Team Leader: Child and Youth Support Services
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2. Dr. R. Bernice Hlagala
Director: Youth Development
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