

RESUME

NAME: Mpungose Kwandokuhle zama
ADDRESS: 22 Doris street
Kensington
Johannesburg 2094
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Tertiary Education

Under Graduate **Bachelor of Social Work- Completed - University of kwaZulu Natal**
2023

Objective

- To connect clients with resources, support, and services that promote independence, self-sufficiency, and overall quality of life.
- To maintain confidentiality, ethical standards, and professional boundaries in all interactions, ensuring a safe and trustworthy environment for clients and colleagues.
- To provide compassionate and effective counseling services to individuals, groups, and families, addressing mental health, relationships, and daily living issues.

Work Experience

July 2023- November 2023

Student Social Worker
Eshowe Service Office

- Conducting home visits for foster care cases and Social relief of distress programmes.
- Attending to child abuse and child neglect cases.
- Render social work services with regard to care, support, protection and development of vulnerable groups, individuals, families and communities
- Conducting assessments aimed at justifying relevant interventions,implement those recommended interventions.
- Compile statutory and other reports that are required of the job.
- Conducting intake interviews and assessments to gather comprehensive information.
- Provide psychosocial assessments, counselling to individuals and

families.

- Provide future care plans for patients, maintain all administration functions on work undertaken.

July 2022

Student Social Worker Melmoth Service Office

- Undertake telephonic patient follow up.
- Provide
- Make copies of the documents in the absence of social auxiliary workers.
- Showing empathy and providing emotional support to clients in difficult situations.
- Building trusting relationships with clients from diverse backgrounds.
- Understanding and respecting clients' cultural, ethnic, and socioeconomic differences.
- Maintaining accurate and up-to-date client records.
- Ensuring confidentiality and compliance with legal and ethical standards.

Skills

- Analytical Skills; Computer Skills; Facilitation skills; Problem solving skills; Organisational skills; Report Writing skills
- Excellent problem analysis.
- Excellent judgement according to the situation.
- Good interpersonal, communication, listening and writing skills
- Ability to work in team environment.
- Maintenance of administration functions on work undertaken

References

Social Worker (Supervisor)
Mrs .S.N Mbongwa
Eshowe Service Office

0354741152/ 0762500251

Social worker (Supervisor)
Mrs P. Mhlongo
Melmoth Service Office

035 450 8700 /082 962 6991