

THANDEKA MKHWANAZI

49D Mzimhlophe, Meadowlands 1852. Contact No: 082 689 5372

Email address: thandekamkhwanazi095@gmail.com

Personal Details

Date of birth: 2001-02-04
Gender: Female
Nationality: South African
Driver's license: None
Willing to relocate: Yes

Qualifications

Name of School: University of KwaZulu-Natal
Name of qualification: Bachelor of Social Work
Year Obtained: 2023
Name of School: uKhahlamba High School
Name of qualification: National Senior Certificate
Year Obtained: 2019

Competency and Skills

- Microsoft Suite (MS Word, MS Excel, MS PowerPoint, Outlook, and MS Project)
- Good communication (Written & Verbally), active listening, and empathy, problem-solving, critical thinking, time management.
- Excellent office administrative skills, documentation, multi-tasking, ability to work independently, professionalism and interactions
- Report Writing and case
- Assessment (Ability to assess individuals, families, groups, and communities, identifying strengths and challenges).
- Intervention (Knowledge of various intervention strategies, such as counselling, case management, and advocacy).
- Cultural competence (Understanding and appreciation of diverse cultures, values, and beliefs).
- Case work, group work, community work facilitation skills, research and evaluation
- Interviewing and transcribing skills.
- Knowledge of the children's Act No. 38 of 2005, Child justice Act No. 75 of 2008.

Working Experience

1. Department of social development (Dukuza service office)

Position held: Student social worker

Period: July 2022 – August 2022

July 2023 – November 2023

Duties:

- Client intake- Conducting interviews, conducting initial assessments, gather information, and complete intake form.
- Doing home visits to see the situation at home, and school visit to interview children based on the situation at home for assessment writing, and report writing,
- Case management- Manage a caseload, prioritize tasks, and develop case plan.
- Documentation- Maintaining accurate and up to date records, writing process notes whenever I interact with the client, assessments, and case plan.
- Conducting comprehensive assessments, including psychological, social, and environmental evaluations.
- Providing counselling (individual, group, and family counselling sessions, using evidence-based practices).
- Report writing- Writing case report, develop and implementing interventions, including case plans, treatment plans, and service coordination.
- Providing emotional support, guidance, and education to clients, families, and caregivers.
- Interagency collaboration- work with other agencies, organizations, and professionals to coordinate services and support.
- Group and community work- Doing group work in different schools whereby one was providing education (Substance abuse awareness, teenage pregnancy), participating in community outreach, education, and advocacy efforts.
- Attending boardroom meetings, stakeholder's forum meetings and war room meeting, where on was providing public education and awareness about social issues, services, and resources.
- Attending court cases and placing children under foster care.
- Writing referral letters for clients (for home affairs, police station ect)
- Removing children from unsafe environment and placing them at the child welfare.
- Attending training and supervisions sessions.

2. Interbond Global

Position held: Call centre agent- Car insurance

Period: June 2024- To date

Duties:

- Dialling potential customers
- Explaining policy details, benefits and identifying customer's needs
- Cross-sell and up selling
- Attending training
- Maintaining records
- Meeting sales targets

References:

Contact person: Ms Noxolo Mchunu

Company: Department of social development (Dukuza service office)

Relationship: Social worker (field work practice supervisor)

Contact: 036 438 6179/ 063 041 5178

Contact person: Ms Ntombifuthi Kunene

Company: Department of social development (Dukuza service office)

Relationship: Social worker's supervisor

Contact: 036 438 6179/063 767 3341

Contact person: Ms Tayanna

Company: Interbond global

Relationship: Manager

Contact: 083 365 6186