

Coleen Ann Fredericks

28 Horstley Court Retreat 7945
coleenfredericks3@gmail.com
071 574 6241

PROFILE:

I am a hardworking, honest individual. I am a good timekeeper, always willing to learn new skills. I am friendly, helpful and polite, have a good sense of humor. I am able to work independently in busy environments and also within a team setting. I am outgoing and tactful, and able to listen effectively when solving problems. I am assertive and have the ability to handle difficult situations with relative ease.

PERSONAL DETAILS:

Date of Birth: 27 February 1975
Nationality: South African
Gender: Female
Driver's License: Code 10
Tax Reference: 0362366239
Vaccinated: Yes

EDUCATION:

People Legal Centre (2024)
People's Law Communication Paralegal Training Short Course

Continuing Education for Africa(CEFA)
11 July until October 2017
Social Auxiliary
Work NQF 4

SECONDARY EDUCATION:

Crestway High School
Grade 12

SKILLS:

Client Care Skills, Communication Skills, Time Management Skills, Critical Thinking Skills, Problem Solving Skills and Customer Service Skills
Computer Skills (Excel, Power Point, Word, Access, Internet Explorer)
Multi-lingual (English, Afrikaans,)

INTERESTS:

Reading, Outdoors and Running

EXPERIENCE:

Sparrow Society (Wynberg)

September 2024 to date

Role and Responsibilities as an Administration Assistant

Duties:

Answer phones and greet visitors
Schedule appointments and maintain calendars
Schedule and coordinate meetings
Collate and distribute mail
Prepare communications such as memos, emails, invoices, reports and other correspondence
Write and edit communications, from letters to reports and instructional documents
Create and maintain filing systems, both electronic and physical

Moira Henderson House(The Haven Night Shelter)

October 2021 until August 2024

Role and Responsibilities as a Social Auxiliary Worker

Duties:

Conducting the screening of applicants and intake of new clients.
Create and update caseload registers monthly.
Accompany clients to state hospitals
Facilitate group works programs, Update caseload registers, Provide administration support to Social Worker.
Provide social work support to clients.

Khulisa Social Solution

March 2021 until September 2021

Role and Responsibilities as Admin

Duties:

Assess clients for diversion programs facilitate diversion programs, Update diversion database, Report writing, Follow upon clients

Community Action towards a Safer Environment(CASE)

August 2016 until August 2017

Role and Responsibilities as Supervisor

Facilitator at various primary facilitate different group work programs

REFERENCES:

Micealah Ford(HR- Social Worker) Sparrow Society (Wynberg)

064 197 4099

Gavin Wessels(Manager)U-Turn Ministries

083 358 6778

Valencia Mabasa(Social Worker)The Haven Night Shelter

067 600 0652

Communication	100%
Reliability	100%
Efficiency	100%
Work Ethic	100%
Accountability	100%

