

# Kganetso Nisah Tladinyane

Nottingham , Gedling NG4 4EJ | 07863767495 | nisahtladinyane@gmail.com

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## Summary

Compassionate Home Carer focused on providing accessible care to vulnerable service users. Skilled at preparing meals, maintaining organised living spaces and documenting behaviours. Committed to providing emotional and social support in line with patients needs.

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## Experience

**HEALTH CARE ASSISTANT** | 12/2022 - Current

**Ultimate Group Services - Nottingham , East Midlands**

- Discussed future care with patients and families, demonstrating emotional resilience, active listening and compassion.
- Administered medication skilfully and suggested strategies for remembering dosages.
- Prepared healthy, nutritious meals and assisted patients with eating and drinking.
- Assisted patients with mobility impairments, verifying individual comfort and satisfaction and addressing issues detected.
- Observed and monitored patients' physical well-being and reported changes to senior staff members, recording health conditions for reference.
- Promoted independence and self-esteem by allowing patients to complete specific personal tasks alone.
- Employed excellent perception and tact to assist patients with personal care needs.
- Actively listened to patients' complaints and feedback, actioning improvements to continuously elevate quality of care.
- Inspected living facilities to verify no security risks or potential hazards existed, offering solutions to identified issues.
- Reported suspected issues to management for investigation, using findings to drive quality of care.

**HOME CARE WORKER** | 03/2022 - 12/2022

**My Father's Carer - Ramotswa, Botswana**

- Prepared and cooked meals, performed essential cleaning, shopping and bill payment.
- Kept living areas presentable, clean and hygienic with rigorous sanitising techniques.
- Prepared and cooked patient's food using ovens, fryers, microwaves and stoves.
- Provided emotional support to clients through regular conversation and companionship.
- Assisted with daily hygiene requirements such as bathing, cleaning, showering and toileting.
- Administered medicine and took patient biological specimens when required by doctors.
- Implemented personalised care, treatment and recovery plans adapted to patient needs and circumstances.
- Followed strict dietary requirements to support diverse nutritional needs and cultural backgrounds.
- Shared caring and compassionate nature to uplift patients during challenging times.
- Performed domestic cleaning tasks, including vacuuming, mopping and washing.
- Managed medication and prescriptions with keen eye for detail and thorough record keeping.
- Created specialised meals, drinks and snacks according to patient requirements and dietary needs.
- Drove clients to appointments with exemplary timekeeping and navigation skills.

## **HEALTH SERVICES ADMINISTRATIVE ASSISTANT | 04/2018 - 02/2022**

### **Refakabone Caring Centre - Ramotswa , Botswana**

- Entered patient and medical records onto company's system, documenting for organisational purposes and future reference.
- Gathered various types of information from clients, partners and staff to improve service delivery for exceptional front-office experiences.
- Interviewed patients to compile and complete documents, case histories and forms, capturing information in institution's systems for future reference.
- Observed data protection policies and regulations in handling and processing confidential information, preventing unauthorised disclosure.
- Managed office correspondence between staff and external parties, facilitating flow of information.
- Liaised with healthcare professionals to organise and coordinate patient referrals, helping patients with complex issues.
- Coordinated, updated and took appointments for doctors or nurses on booking management systems via different channels.
- Retrieved and provided information to health practitioners, enabling patient diagnosis and treatment.
- Verified and disbursed invoices and received cash, card and other remittances, helping patients and families settle medical bills.
- Scheduled tests and procedures for patients on physician's orders, following up with individual patients to provide reminders.

Put recorded messages and practitioners' diagnoses and recommendations into patients' files to track treatment and recovery progress.

## **STORE ADMINISTRATIVE MANAGER | 08/2014 - 03/2018**

### **Designer's Emporium (Levisons Store's) - Gaborone , Botswana**

- Engaged with customers to better understand needs and deliver excellent service.
- Inspected products and services to comply with quality standards.
- Produced high-volume orders to effectively meet customer demand.
- Implemented more efficient processes and reduced wasted resources.
- Enhanced working relationships by participating in team-building activities.
- Developed ongoing programmes using good team communication and collaboration.
- Built and maintained courteous and effective working relationships.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.
- Supervised work of contracted employees to deliver work on schedule.
- Managed complaints with calm, clear communication and problem-solving.
- Promoted safe working environment by implementing regulatory standards, policies and guidelines.
- Handled customer concerns and escalated major issues to supervisor.
- Diffused challenging situations using conflict management techniques.
- Picked up additional tasks to aid team success.

Created plans and communicated deadlines to complete projects on time.

## **ACCOUNTS ASSISTANT | 06/2012 - 07/2014**

### **Dikoko tsa Botswana (Pty)Ltd - Gaborone , Botswana**

- Reconciled Purchase Orders (POs) to produce accurate inventory reports.
- Chased missing transactions to help facilitate timely payments.
- Prepared month-end closing entries to maintain detailed reporting and recordkeeping.
- Checked imported bank statements into accounts system on daily basis to keep records up-to-date.
- Responded to day-to-day finance queries from stakeholders, forwarding to senior staff where appropriate.
- Managed accounts coded log process, setting up new account codes in line with activity and VAT category within service standards.
- Prepared and disseminated subcontractor and supplier remittances.
- Provided assistance with routine budget and accounting adjustments required at period end.
- Worked with credit control to chase payment of outstanding sales invoices.
- Prepared files and templates for Budget, Forecasting and Actuals with consistent file management.
- Recorded potentially recoverable charges and distributed cases to internal teams, tracking and proactively managing for quick resolution.
- Collected all receipts from employees, chasing missing information to minimise discrepancies.

- Raised and distributed credits due to customers, strictly following established authorisation procedures.
- Used tax and finance knowledge to provide advice and resolve vendor and employee inquiries.
- Managed internal inbox, assigning queries and responding within strict internal SLAs.
- Prepared and filed tax returns within assigned deadlines.
- Presented financial statements and analysis for improved forecasting.
- Investigated and helped resolve collections and billing disputes
- Analysed profit and loss at business, department and project level.
- Worked with statistical, financial and auditing information to make accurate decisions about accounting needs.
- Received, classified and input financial data into pastel.
- Archived financial documents within orderly systems for ease of use.
- Followed standard accounting procedures for accurate records.

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## Skills

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| • Patient relationship building  | • Health checks                                  |
| • Adult care                     | • Personal development                           |
| • Mobility assistance            | • Domestic cleaning                              |
| • Emotional support              | • Compassionate, empathetic willingness to learn |
| • Detailed health record-keeping | Reliable and trustworthy                         |

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## Education

**Arthur Portland - Gaborone , Botswana | Association for Chartered Certified Accountants**

Accounting , 2014

**Diploma In Personnel Management - London , United Kingdom | Diploma of Higher Education**

Diploma in Personnel Management , 2009

**Sussex College - London , United Kingdom | Diploma of Higher Education**

Diploma in Health and Social Care , 2008

**Business College Of London - London , United Kingdom | Diploma of Higher Education**

Diploma In Computer Science , 2007

**Gaborone Institute Of Professional Studies - Gaborone , Botswana | Diploma of Higher Education**

Diploma in Public Relations , 2004

**Kagiso Senior Secondary School - Ramotswa , Botswana | GCSEs**

Botswana General Certificate for Secondary Education , 2000

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## Vocational Training

Healthcare and Safety

Care Tutor (online training)

CPD online training

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## REFERENCES

- Dr Calvin Machaya +267 71805461
- Mrs N Mokwena +267 71215468