

# Jianna Chappie

## Support Worker

Dedicated Support Worker with 1 year of experience providing compassionate care to individuals with diverse needs. Proficient in developing and implementing personalized care plans, promoting independence, and fostering emotional well-being. Committed to enhancing the quality of life for clients through effective communication, active listening, and strong interpersonal skills. Seeking opportunities to further develop skills and contribute to the well-being of individuals in need.

[jianna.chappie@gmail.com](mailto:jianna.chappie@gmail.com)

(796) 055-2986

123 Maple Street, Indianapolis, IN 46204

### Education

Diploma in Health and Social Care at Indiana University School of Health and Human Sciences, Indianapolis, IN

Sep 2017 - May 2022

Relevant Coursework: Anatomy and Physiology, Health Promotion and Education, Mental Health and Well-being, Safeguarding and Protection, Social Policy, Communication Skills, Personal and Professional Development, and Legislation and Ethics in Health and Social Care.

### Links

[linkedin.com/in/jiannachappie](https://www.linkedin.com/in/jiannachappie)

### Skills

Active Listening

Empathy

Conflict Resolution

Time Management

Cultural Competence

Crisis Intervention

### Employment History

#### Support Worker at ResCare HomeCare, IN

Mar 2023 - Present

- Successfully managed the care of over 50 clients during a one-year period, ensuring timely delivery of services and maintaining a 95% satisfaction rate among clients and their families.
- Implemented a new client onboarding process that reduced paperwork processing time by 30% and increased efficiency in setting up care plans for new clients, ultimately serving an additional 10 clients per month.
- Conducted regular training sessions for a team of 20 support workers, resulting in a 15% increase in staff retention and a 10% improvement in overall job performance ratings.

#### Assistant Support Worker at Comfort Keepers, IN

Aug 2022 - Jan 2023

- Successfully assisted 50+ elderly clients in maintaining their independence and improving their quality of life by providing daily support, companionship, and personal care services.
- Implemented a personalized care plan for each client, resulting in a 30% increase in client satisfaction and a 20% reduction in hospital readmissions.
- Trained and mentored 10 new support workers, helping them to become proficient in their roles and ensuring they met the company's high standards of care.
- Coordinated with healthcare professionals and family members to provide comprehensive and holistic support, leading to a 25% improvement in overall health outcomes for clients.

### Certificates

#### Certified Peer Support Specialist (CPSS)

Sep 2021

#### Mental Health First Aid Certification

May 2020

### Memberships

National Association of Social Workers (NASW)