



Julia Rafferty

Administrator &
Compliance Assistant

A bit about me:

I'm a mum of 3 little ones who certainly keep me on my toes. Any spare time I do get I enjoy working out, meeting up with friends and going out for food.

Contact Details:

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About my role:

I joined Ability Case Management in October 2023. I provide administration support to the team of case managers. My duties include assistance with recruitment of support staff, disclosure of case management records, auditing and compliance.

Employment history:

August 2022 – October 2023

Northwest Ambulance Service 999 Emergency Medical Advisor (EMA)

I started employment at NWS as an EMA for 999 calls. To be successful in this role I had to complete a very extensive training course which was followed by an exam. I have gained some crucial skills which are transferable to any new role. These skills include Basic Life Support, being able to assimilate the true nature of the call and what care the patient needs. To be able to work under huge amounts of pressure at a fast pace, carrying out a safe triage.

February 2009 – January 2018

Children and Young People Support Worker – Cambian Group

Here I was employed to provide support for children and young people in care. The young people in our care had different care needs, some displayed challenging behaviours, whilst others needed to learn basic life skills. I absolutely loved this role as I was fortunate to see the young people grow into young adults who was ready to live on their own. The skills I gained in this employment varied from Child Sexual Exploitation and being able to identify this and work with the young person, young offenders who are in and out of court which required liaising with other professionals in MDT meetings and producing risk assessments when needed.

March 2008 – February 2009

Cygnat Hospital Bury – Mental Health Support Worker

This was one of my more challenging roles. I was situated on a secure forensic ward which facilitated males with hearing impairments. To be able to communicate effectively with my patients I took a BSL course which I really enjoyed. The day-to-day tasks was varied, at times I was required to assist in section 17 leave to cooking and art classes. Due to it being a secure ward the security was vital, the doors needed to be locked, cutlery needed to be accounted for and the whereabouts of each patient. I was required to input at MDT meetings.

Unique Care – Community Care Assistant
October 2006 – March 2008

I attended service user's homes to help and assist them. My duties included help with washing and dressing, cooking, medications, general housekeeping. With working in the community, I ensured I planned and followed a strict time schedule to enable the shift to run smoothly.

Brookdale Nursing Home – Care Assistant
March 2006 – October 2006

My role required me to deliver care and support. Each resident required individual care plans to ensure every need was met. This included personal care, help with mealtimes and just general support. I really enjoyed working here as I absolutely loved getting to know each of the residents and listening to their life stories.

September 2004 – March 2006
Boot the Chemist – Dispenser

Was required to offer pharmaceutical advice when customers came to the pharmacy looking for something for a particular ailment.

May 2003 – September 2006
Asda Pharmacy- Health Care Assistant

During my employment here I learnt so much. Whilst working I completed my pharmacy assistant course which was followed by a dispensing course. This enabled me to progress further and learn more about the importance of medications and the dangers of contraindications of some medicines.

Key Skills:

- ✓ Well organised
- ✓ Accuracy
- ✓ Good communication
- ✓ Excellent People Skills

Professional Development & Qualifications:

NHS Pathways	NWAS	2022
Basic Life Support	NWAS	2022
Safeguarding	NWAS	2022
Suicide Awareness	NWAS	2022
GDPR	NWAS	2022
Access to Nursing and Midwifery	The Manchester College	2022
CLEX Legal Secretary Level 2	The Manchester College	2013
NVQ Health and Social Care L3	Advanced Childcare / Cambian Group	2010
GNVQ L2 Health and Social care	Bury College	2004

Mandatory Training:

November 2023	Lone Working	Care Skills Academy
November 2023	Mental Capacity & Deprivation of Liberty	Care Skills Academy
November 2023	Person Centred Care	Care Skills Academy
November 2023	GDPR Stage 2	Care Skills Academy
October 2023	GDPR Stage 1	Care Skills Academy
October 2023	Safeguarding Adults	Care Skills Academy