**Sonia Madhas**

**Birmingham**

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**Personal Profile:**

I am a skilled professional who is seeking a challenging opportunity that will enable me to utilise my skills, experience, and abilities. I am a motivated, confident, and extremely energetic person with initiative and a strong ability to analyse and solve problems with precision and determination. I am proficient in using my active listening and communication skills that I use on a day-to-day basis as I work with people from all walks of life.

**Skills & Abilities:**

* Active listening and Non-Judgemental skills
* Excellent Interpersonal & Communication Skills
* Knowledge of IT packages - Word, Excel, Outlook, Email and Power Point
* Sales and negotiation experience
* Excellent customer service skills
* The ability to sell products and services
* Able to work on own initiative as well as in a team
* To be thorough and pay attention to detail
* Persistence and determination
* Patience and the ability to remain calm in stressful situations
* The ability to accept criticism and work well under pressure

**Employment History:**

**Jobs 22**

**Employment Coach** **21/06/2021 - Present date**

* To support individuals to progress into their chosen career paths by providing advice, support, and guidance.
* Providing employability sessions, interview skills advice, job search methods and re-building participant confidence following a period of unemployment.
* Maintain participant records using the Jobs 22 CRM system and record regular contact with your participants, keeping them motivated and focused for the duration of the programme.
* Working with participants face to face and via video.
* Ensuring targets are met / exceeded.
* Work closely with, other specialists at Jobs 22 that may be required to work with participants to provide specific advice, training, and support in line with a tailored action plan.
* Building an up-to-date working knowledge of the local area labour market, training opportunities and relevant support agencies.
* Diagnostic screening, assessments, and skills analysis, allowing participants to consider all options available to them to gain employment.
* Using motivational and action planning techniques to manage the progression of participants.

**Shaw Trust**

**(Home Based -National Careers Advisor/WHP JETS Employment Advisor)**  **19/10/2020 – 18/06/2021**

* Provide advice & support to guide and encourage participants to overcome barriers to employment and achieve realistic job goals
* Manage a caseload of participants requiring additional support prior to entering employment
* Monitor participants progress against agreed action plans, providing advice & support as well as onward referrals and sign posting.
* Interview people one-to-one or in small groups to discuss their career or education options
* Listen to client ideas and career aims as well as identify skills gaps and how to deal with them
* Help clients identify and consider the range of choices available to them and outline ways forward
* Help clients develop their own career management skills and to understand the current job market
* Draw up action plans for employment, education and training and support clients to achieve these goals
* Discuss with clients how to overcome any barriers to reaching their goals and refer them to other agencies for advice where appropriate.
* Advising clients on how to source training courses / qualifications and what funding might be available
* Providing advice on CV, applications, job hunting and interview techniques
* Using computer-aided guidance packages, skills assessment tools, career planners, psychometric tests, and personal inventories

**Streetly Community Library**

**(Information Officer) 19/10/2019 – 02/08/2020**

* Maintaining all manual & computerised information in line with the council’s policies data and management & control requirements
* Assist in marketing & providing the service to existing / potential users advising on the choice of library materials to help them expand their reading & support on community engagement matters
* Maintain up-to date quality material / resources to support staff development & to promote a high level of awareness of the library service
* Ensure excellent presentation of the library & that all information & resources are accurate and up to date at all times
* Maintain databases and records using a wide range of ICT applications & undertake basic ICT related duties across the service

**Delightful Desserts Worcester**

**(Voluntary Assistant Manager) 13/07/2018 – Present date**

* Opening and closing the store
* Responsible for large quantities of money & stock taking
* Dealing with complaints and problem solving
* Event co-ordinating and managing bookings
* Delegating tasks to staff members and ensuring the smooth running of the business

**Roshni Charity**

**(Outreach Support Worker) 22/10/2018 – 17/04/2019**

* Provide practical & emotional support to survivors of domestic violence and their children through an initial needs assessment
* Establish the risks to survivors of domestic violence and their children through risk assessments and develop individual safety plan that address the risk of harm to survivors and their children
* Assess benefit requirements of women escaping domestic violence and ensure prompt take up of housing and other benefits where appropriate.
* Support women of working age to gain related skills and experience that will lead to employment.
* Provide a range of activities and complete monitoring forms to evidence the achievement of outcomes agreed with funders.
* Arrange legal advice as required and accompany women to appointments.
* Provide reports, monitor statistics & attend case conferences & reviews as appropriate to client’s needs.
* Work in partnership with other agencies and to advocate for survivors of domestic violence to ensure their needs are met.

**Abroad from 02nd July 2018 - 05th October 2018**

**Better Pathways**

**(BBO Engagement Worker) 22/03/17 – 30/06/2018**

* To engage adults aged 25+ who are experiencing mental ill health and who are not in work or education and offer careers advice and guidance.
* To identify barriers to achieving objectives, produce individual personal development plans for beneficiaries through comprehensive assessment and action planning to achieve goals.
* To explore options with beneficiaries for skills development, voluntary work, and work experience to improve their work readiness, to move into job searching.
* To support with practical and impartial advice and guidance on accessing employment, work experience, volunteer placements, education and training opportunities, benefits and applying for jobs.
* To support beneficiaries to access employment, educational and training opportunities, thereby helping them to feel more optimistic about the future by supporting them to manage problems.
* To identify, establish and develop a range of suitable external work placements and paid work with relevant occupational areas.
* To assess and provide support to employers and beneficiaries undertaking work placements and/or jobs.
* To assist beneficiaries with job search, CV preparation, interview skills and job applications and to provide intensive job support when required.

**Abroad from 27th September 2016 - 19th December 2016**

**Birmingham & Solihull Women's Aid**

**(Refuge Project Worker) 04/04/15 - 30/09/16**

* To develop and deliver a front-line service offering support, advice & guidance to women and children
* To ensure that the refuge revenue is collected by completing housing benefit forms and all personal contributions are collected on a weekly basis, in advance.
* To organise activities in the refuge for women & children, raising self-esteem and broaden awareness.
* Offer support and training to volunteers & ensure they are aware of legal Health & Safety requirements.
* To produce and review an individual Support Plan (ISP) for each service user.
* To recognise women and children's individual needs and refer to specialist agencies as part of their ISP.

**Birmingham & Solihull Women's Aid**

**Independent Domestic Violence Advisor (IDVA) (Self-employed) 29/09/15 - 03/04/16**

* To plan and implement high quality support strategies and advocacy services for women and children affected by Domestic Violence who are deemed at high risk.
* To work within a multi-agency framework to ensure the safety of women & children are prioritised.
* To promote the awareness of the impact of domestic violence on children.
* To carry out risk assessments and attend MARAC, which is chaired by the police to ensure women and children are fully supported and to ensure safety measures are in place.
* To work with professionals such as probation, mental health, housing, job centres, children services and attend child in need/child protection meetings as well as supporting women in court and to ensure all measures have been put into place before attending court.

**Pertemps People Development Group 20/06/11 – 28/08/15**

**(National Careers Service Specialist)**

* Provided information & guidance on a range of issues such as education, careers, employment, and training
* Interacting and negotiating with other organisations on behalf of young people
* Identified and developed computer-aided guidance packages, and skills assessment tools
* Providing correct and complete details about the current market situations

**Pertemps People Development Group 31/03/08 – 19/06/11**

**(Employment Coach)**

* Actively recruit clients and built relationships with different community groups.

Identify and coordinate recruitment process for self-sourced local employer’s and secure employment.

* Support unemployed clients with job search, job matching and sustainability of employment which will also include delivery of one to one and group training sessions
* Provide expert advice regarding employer and vacancy expectations to unemployed clients
* Accurately inputted data on in house system and produce accurate and timely management information

**Education:**

**2017 – 2017 Better Pathways -** Certificate in Mental Health First Aid Training

**2015 - 2015 Birmingham & Solihull Women's Aid -** Certificate inDomestic Violence

**2014 - 2015 Pertemps People Development Group -** Information Advice & Guidance - Level 4

**2004 - 2005 West Midlands Pathways** - Information Advice & Guidance – Level 3  **City College** - CPCAB Certificate in Counselling

**2002 - 2003 City College** - OCN Introduction to Basic Counselling

**1996 - 1999 University of Wolverhampton** - (BA Hons) Human Resource Management

**1993 - 1996 Matthew Boulton College of Further & Higher Education** - BTEC GNVQ Advanced, Business & Finance / BTEC GNVQ Intermediate, Business & Finance

**1987 - 1992 Moseley Park School -** 5 GCSE's including Maths & English

**Other Information:**

* Full Clean Driving Licence & Car Owner / Good Conversational Punjabi

**Hobbies & Interests:**

Reading, museums, libraries, theatres, floral arranging, voluntary work and walking my dog.

**References:** Available Upon Request