



Lou Charnley  
Senior Support Coordinator

A Chance  
for life

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### **Professional Qualifications**

NVQ Level 3 Childcare & Education

Certificate in Professional Studies – Stage 1 Autistic Spectrum Disorders

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### **Professional Experience - Current**

#### **Senior Support Coordinator, A Chance for Life Ltd**

In November 2021, I successfully promoted to Senior Support Coordinator and I am currently completing my NVQ Level 5 in Health and Social Care. In addition to the responsibilities I held in the role of Assistant Rehabilitation Support Coordinator, I now also line manage the Area Support Coordinators and I am integral to the ongoing development of the Support division of A Chance for Life Ltd. I continue to coordinate and source a wide range of mandatory training for A Chance for Life Ltd staff and clients. I work closely with clients to ensure we provide a person-centred approach to their support requirements. I assist in the management of clients' support packages and MDT meetings. I contribute to and am responsible for completing and updating Risk Assessments and Support Plans, ensuring this is client-centred at all times.

### **Professional Experience – Previous**

#### **Assistant Rehabilitation Support Coordinator, A Chance for Ltd**

I started my role in November 2020, and primarily supported other support staff within the company, and ensured that training and Company standards were met by all staff within the company. This involved providing support workers with ongoing supervisions and appraisals, ensuring we met CQC standards by keeping training for our support workers up to date and their client specific knowledge accurate and relevant. I oversaw that all training was booked and records kept up to date for the safety of our clients and staff. I played an active part in the recruitment process for support workers, ensuring applicants had the required skills and experience necessary for our clients. Following successful recruitment, I delivered the Company Induction which includes Health and Safety, Fire Safety, Manual Handling Awareness, Safeguarding Awareness, Mental Capacity Act and DoLs.

### **Professional experience - Early**

I always knew I wanted to work in a profession where I would be making an impact to people's lives. Having completed my NVQ in Childcare and Education when I left school, I began my career in education, and worked with children with learning disabilities at James Rennie School for 13 years. This was to support pupils in development and learning, curriculum and daily life skills.

I maintained positive and professional working relationships with all pupils and staff, and I ensured effective interaction with even the most challenging of pupils to enable me to effectively deliver the National Curriculum, working to develop and deliver appropriate positive behaviour management strategies.

I managed an after school club for many years ensuring a happy, stimulating and supportive environment in which the children and young people were able to grow and develop to their own individual potential.

I was a Personal Assistant on a full-time basis, this role was both a challenge and privilege. It taught me to work well as an individual making important decisions with confidence and standing by those decisions in relation to the wellbeing of the client, to ensure that the quality of care was always consistent and of a high standard.

### **Key Skills**

- I am personable, enthusiastic and I have a keen interest in further personal development.
- I have a multitude of unique professional experiences which have provided me with excellent interpersonal skills and the ability to build a trusting and positive relationship with those I work.
- I value the benefits of being part of a team and find this is a productive way of working.
- I have proven to work well as both an individual and as part of a wider Multi-Disciplinary.
- I am a creative person, with the ability to use my own initiative and I can bring a different dimension to the work I undertake.
- I have a relaxed and flexible approach to the ever-changing circumstances that occur when working with people in different settings.
- I have developed my person-centered approach which is vital to supporting individuals and promoting their better physical health, independence, positive mental health, social skills and confidence.

### **Key achievements**

- I worked 1:1 with children of all ages and complex needs, including some severely challenging individuals. I thrived as part of the team, in a busy class environment, to support these pupils to maintain their active participation in their education and promote their independence.
- I was heavily involved in the promotion and attendance of children in inclusion projects with other schools, and seeing some of the pupils in my care achieve their GSCE's.
- I helped plan and implement an annual two-week Holiday Play Scheme for children with learning disabilities and additional needs, making it a fun, educational experience for all. Part of this was to ensure all legal criteria was in place and met, as well as to update, amend and provide all policy packs. I was involved in the organisation of staff, pupils, transportation, risk assessments and activities. I was also personally responsible for the training and management of the staff and volunteers to ensure the smooth running of the scheme

### **Professional Pathway**

Nov 2021- Present	Senior Support Coordinator- A Chance for Life Ltd
Nov 2020 – Nov 2021	Assistant Rehabilitation Support Coordinator- A Chance for Life Ltd
Feb 2012 – Nov 2020	Private Care Personal Assistant
Jan 1999 – Feb 2012	Senior Teaching Assistant – James Rennie School
Jan 1999 – Feb 2012	Deputy Playleader- Carlisle & District Able to Playscheme

### **Summary of Continued Professional Development attended**

2022	Level 2 Food Hygiene Level 2 Infection Prevention & Control
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Level 2 Safeguarding Adults  
Cumbria County Council Deprivation of Liberty Safeguards (DoLs)  
Managing Mental Health in the workplace  
NCFE CACHE Level 5 Diploma in Leadership for Health and Social Care (Ongoing)

2021 CACHED Level 2 Safeguarding and Prevent  
CACHE Level 2 Mental Health Awareness  
Moving & Handling  
Medication Administration Training  
Safeguarding & Mental Capacity Act Awareness  
Crisis Prevention Intervention (CPI)  
Certificate in Risk Assessment  
A Guide to probation reviews and performance management  
Dementia Friend  
Awareness in Terrorism & Security Vulnerabilities:  
    How to identify and respond to suspicious activity and suspicious items.  
    How to respond to a firearms or weapons attack

2020 GDPR Essentials  
Acquired Brain Injury

Previous key training undertaken:

Moving and Handling  
British Sign Language  
Medication Administration  
PEG/Gastrostomy Management  
Epilepsy Awareness  
Suction Training  
PEG Placement  
Team Teach Positive Behaviour Management  
PECS  
Makaton  
Safeguarding Children