Daniel Kapulkin

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Personal Profile

I am highly motivated and passionate about supporting other people. I have on the job experience of working with diverse range of clients since 2010. I have relevant training as a Housing Advice and Interpreter, Support Worker, Teacher/ Trainer and Group Facilitator. I have a sound understanding of different pathways, including housing pathway both statutory and non-statutory. I have experience attending meetings on behalf of clients, acting as an advocate both over the phone and by accompanying them to various appointments, helping clients to utilise housing, employment, education and healthcare services, and responding to their diverse needs. I also have extensive knowledge of working directly with minority groups including CEE clients. Where appropriate, I have been motivating and empowering service users towards self-advocacy. I have excellent communication and observation skills with the ability to develop positive / professional relationships with clients and other professionals. I am able to freely communicate in a number of different settings. First class communication skills enable me to facilitate Support Groups. I also have got an ability to communicate in foreign languages (Polish-native), (Spanish-baisic).I am a creative problem solver with the ability to work alone, providing solutions to complex problems that arise on a daily basis; I am also able to make informed decisions using my own initiative.

Key Skills

* Able to work in partnership with other organizations to benefit the needs of the clients.
* Excellent communication and observation skills.
* Fluent in Polish.
* Passionate about empowering, assisting and motivating a diverse range of clients.
* Experienced in flexible working practices such as irregular shift patterns and unsociable hours.

Employment History

**2018-Present Interpreter**

**Remote**

Main duties:

* Interpreting on the phone and/or on-line.
* Responsible for translation of various documents from English to Polish and from Polish to English.
* Responsible for proofreading of various documents.

**2012–2018 “No Second Night Out” Assessment Hub Liverpool**

 **Housing Advise Worker**

Main duties:

* Responsible for the assessment and correct referral of all service users to suitable support organisations.
* To address the housing and economic need of rough sleepers and those who are vulnerably housed.
* Providing with relevant and up to date advise.
* Delivered one to one support to a wide range of clients with varying needs.
* Worked a variety of unsociable shift patterns.
* Responsible for the accurate update on customer’s record both electronic and paper based.

**2010 – 2012 “The Basement Advisory Centre” Liverpool Support Worker**

Main duties:

* Gave support to a wide range of service users, especially those whose English is not their first language.
* Delivered information, advice and guidance in regards to debt, housing, benefit and health.
* Able to build effective rapport with a diverse customer group
* Responsible for the accurate update on customer’s record both electronic and paper based.
* In charge of busy Drop In sessions tailored to individual ad hoc support.

**2013 “Birchwood Residential Detoxification Centre” Liverpool Interpreter**

Main duties:

* Interpreting for individual clients on a one to one basis
* Able to give ongoing individual support to customers whilst undergoing the program.
* Able to build effective rapport with a diverse customer group.
* Responsible for the accurate update on customer’s record both electronic and paper based.

**2011-2012 The Whitechapel Centre Liverpool**

 **Tutor**

Main duties:

* In charge of the delivery of employability and life skills to a diverse range of service users.
* Responsible for preparation of lesson plans.

**2011-2012 The Whitechapel Centre Liverpool**

 **Support Group Facilitator**

Main duties:

* Regular partnership working with a range of additional support organisations.
* Responsible for undertaking a full risk assessment and client needs assessment.
* Able to empower and assist in and motivate customers to make positive change.

**2004-2010 Pret A Manger**

**Leeds**

 **Delivery Manager**

Main duties:

* Identifying customer needs and overseeing service delivery within the business context.
* Maintaining positive relationships with customers.
* Leading the service delivery team, managing conflict, and ensuring the team's processes and tasks are carried out efficiently.

Education

EDI

* EDI Level 3 NVQ Certificate in Advice and Guidance

BTEC

* Advanced Apprenticeship Level 3
* Edexcel Level 3 NVQ Diploma in Health & Social Care
* Edexcel BTEC Level 3 Certificate in Adult Social Care
* Mathematics Functional Skill at Level 2
* English Functional Skill at Level 2
* Edexcel BTEC Level 2 Award in Employment Responsibilities and Rights in Health, Social Care and Children and Young People’s Settings (QCF)

City & Guilds

* Wirral Metropolitan College
* Level 3 Award in Preparing to Teach in the Lifelong Learning Sector (PTLLS)

NCFE

* Level 3 Award in Substance Misuse for Practitioners

Training

Professionalism: Standards & Behaviour, Blood Borne Viruses, Stress Management, Understanding Depression, The Goal Programme, Drug Related Harm Reduction, Equality and Diversity, Brief Interventions, Motivational Interviewing, Level 2 Volunteer Programme, Homelessness, Conflict Management, Substance Misuse, Mental Health, Domestic Violence, BBV, Sex Working, Risk Assessments and Referrals, Level 2 Mentoring, Level 2 Managing Anger and Challenging Behaviour, Trafficking, Security of Tenure, Homelessness Legislation: the 1996 Housing Act , the Homelessness Act 2002 and The Homelessness (Priority Need for Accommodation) England, No recourse to public funds.

Hobbies and interests

Spending time with family and friends, gaming and traveling.