**Helen Lawrence**

Northamptonshire based. [Puzzledlifestory@gmail.com](mailto:Puzzledlifestory@gmail.com)

[www.puzzledlifestory.co.uk](http://www.puzzledlifestory.co.uk)

07934427389

**PROFESSIONAL PROFILE**

A self-motivated and committed Therapeutic Life Story Practitioner and Therapeutic story writer, with a background in providing comprehensive and detailed Therapeutic Life Story Work, Therapeutic Stories and Life History Books to support children, families, foster carers and adopters. Experience includes coordinating family history, undertaking sessions with children in a sensitive and empathetic manner and supporting families through Life Story Work. Identifies opportunities for improvement and drives team and departmental performance. Delivers projects to strict timelines through effective collaboration with cross-functional teams and external parties. Integrates strong organisation, decisive problem solving, a keen eye for detail and a commitment to service excellence.

**CORE COMPETENCIES**

Therapeutic Writing

Analysis & Reporting

Project Management

Empathetic Interviewing

Event Management

Client Services

Office Administration

Caseload Management

Data Collation & Reporting

Calendar Management

Discretion and Confidentiality

Relationship Management

**PROFESSIONAL EXPERIENCE**

**Children’s Services Bedford Borough Council -** Bedford, UK

**Life Story Practitioner**

* Complete detailed and honest Life Story Books for each child being placed for Adoption.
* Complete Therapeutic stories for children who are not ready for Life Story Work.
* Undertake Therapeutic Direct Work with children who are looked after.
* Supporting Social Workers with tools for direct work with children who are looked after.
* Deliver training to various teams regarding direct work with children and the therapeutic approach.
* Attend meetings with professionals to discuss Life Story Books for children.
* Maintain communication with birth families and relatives of children for the purpose of Life Story Books and family history.
* Facilitate contact between children and families.
* Complete Later Life Letters for adopted children.
* Undertake interviews with birth relatives to gather family information for Looked After Children.
* Attend and seek out training for professional development.

**Children’s Services Bedford Borough Council -** Bedford, UK (2014 – Present)

**PA/Administrator**

* Provide comprehensive administrative support to the Case Progression and Permanence Specialist.
* Compile full and accurate medical histories for each child in care proceedings.
* Cultivate and manage relationships with internal support teams and external professionals to drive case progression in line with strict time constraints.
* Establish project timelines and implement reporting deadlines in alignment with each child’s court timetable.
* Oversee training allocation, managing user accounts and assigning relevant courses to individual learners.
* Review and evaluate documentation, ensuring accuracy and compliance with guidelines and procedure prior to submission to senior parties.
* Schedule health assessments and review summaries submitted by medical advisers, identifying potential concerns, and flagging for future checks
* Deliver training and mentorship to new recruits, providing coaching in relevant programmes, job roles, and administrative procedures.
* Maintain tracking spreadsheets, determining issues and recording delays for further attention.
* Prepare meeting minutes and contribute to the follow up actions from meeting outcomes.
* Collating quarterly data for OFSTED returns.

**H&R Block Tax Consultants-** Melbourne, Australia (2012 - 2013)

**Administrative officer**

* Coordinated planning against milestones and tax deadlines, communicating directly with clients and scheduling appointments in compliance with timeframes.
* Managed system administration for the branch while updating client information and maintaining strict confidentiality in line with professional standards and guidelines.
* Identified specific client requirements, aligning individual needs with the best-suited tax professional prior to booking appointments.
* Provided courteous customer service to clients to ensure their needs were met.
* Professionally communicated with clients via email and handled the multi-line phone system, delivering assistance and advice, as well as escalating issues as necessary.
* Held overall responsibility for branch diary management, and the processing of payments for returns.

**Open Channel**– Melbourne, Australia (2011 – 2012)

**Administrator**

* Directed the coordination and facilitation of multiple high-profile events, and lead advertising and marketing administration.
* Handled company diary and email management, scheduling meetings, and distributing event marketing materials.
* Managed company records, maintaining an up-to-date, organised filing system.
* Attended to enquiry emails and phone calls from customers and prospective clients.

**Paperbox**– Bedford, UK (2009 – 2010)

**Administrator**

* Developed and implemented best practice strategies to drive client satisfaction, conducting routine follow up calls to gather feedback and identify areas of potential improvement.
* Oversaw data entry across 200 stores, inputting sales data and creating related reporting.
* Collated employee timesheets and submitted competed reports to payroll.
* Prepared individual store advertising packages for distribution, and handled package deliveries and receipts.
* Managed company administrative systems, filing completed documents and retrieved information as needed.

**CERTIFICATIONS & TRAINING**

* Understanding Children and Young People’s Mental Health
* Understanding Autism Level 1 & 2
* Specific Learning Difficulties Training
* Mental Health First Aid
* Mental Health Awareness – Level 2
* Counselling Skills Level 3 - 2018
* Foetal Exposure to Alcohol - Level 3
* Foetal Exposure to Alcohol - Level 4
* Safeguarding Training
* Disclosure and Barring Service (DBS) – Enhanced
* Mental Capacity Act, Social Work Institute for Excellence (Scie)
* An introduction to the mental health of older people, Social Work Institute for Excellence (Scie)

**EDUCATION**

* **Certificate** Therapeutic Story Writing
* **Diploma** Therapeutic Life Story Work
* **BTEC LEVEL 3** National Diploma In Children’s Care, Learning and development – Distinction Star
* **BTEC** National Diploma In Film Production – Merit, Pass, Pass
* **GCSE’s** 6 A-C (Including Maths, English & Science)

**TECHNICAL SKILLS**

**Microsoft Office:** Word, Excel, Outlook, PowerPoint, Publisher

**Other:** SWIFT, Azeus, Liquid Logic, Canva

**VOLUNTEER WORK**

Happy Tails Rescue - Trustee

Manage advertisements and fundraisers for dogs in need of a home in Central Portugal.