



# Joseph Oucho Otiso

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## OBJECTIVE

Highly conscientious and seasoned Community Development Worker with an excellent Voluntary community service record and a strong work ethic. Adept in utilizing social media networks to identify new opportunities for fundraising and community outreach efforts. Able to explain and promote a wide variety of community programs and activities to audiences of all ages and ethnic backgrounds.

## SKILLS

- Keen observational and listening skills, which are vital during my conversations and interaction with people

Excellent interpersonal skills, which are called upon frequently during liaisons with other authorities to discuss cases of interest/concern

Natural ability to bond with young and vulnerable people, which builds a relationship of trust and disclosure

A logical and analytical mind which harmonizes with the demands of my profession (e.g. objectivity, professionalism)

The ability to be friendly and approachable while also maintaining an investigative attitude.

## REFERENCE

Mrs. Eunice Luvai - **Clinical Officer Incharge**  
Vihiga Health Centre  
+254 720 222 674

Mrs. Robai Kwendo  
Vihiga Health Centre  
His Provider | +254 716 840 910

Mrs Lydia Andaba - **Nurse Counsellor**  
Ram Memorial Hospital  
+254 701 482 495

## EXPERIENCE

### Vihiga Health Centre

#### Social Worker (Volunteer)

Duration : **December 2021 - January 2023**

- Assessing new patients as they are admitted
- Providing emotional support or counseling
- Developing and implementing a patient's plan of care
- Working with agencies or insurance companies to cover costs of treatment and medication
- Arranging outpatient treatments
- Developing a discharge plan
- Conducting trainings for staff to help better meet patients' needs
- Developing health care policy and advocating for patients' rights

### Ram Memorial Hospital

#### Social worker (Volunteer)

Duration : **August 2020 - November 2021**

- Provide counselling services to special needs patients and their families as requested by doctors, nurses and administration;
- Act as the link between the special needs patients, family, clinicians, nurses and management;
- Assess all charity patients through interviews, carrying out reference checks to clarify if they really need the charity
- Provide counselling services to patients and staff as requested by doctors and management.
- Maintain confidentiality on all matters related to the patient's family, hospital and Charity Fund.
- Assess patients' adherence as per the existing SOPs;
- Prepare and submit timely and accurate reports;
- Document patients' information in the registers, patients' files and the system;
- Mentor peer mentors and support group leaders;
- Address emerging issues of patients, families and staff;
- Report child abuse cases to relevant child welfare authorities;
- Handle patient's cases including interviewing patients with difficulties in meeting their bills and prepare related reports with appropriate recommendations;
- Participate in hospital charity programs including needy patients and cleft-lip charity program and carry out assessment of needy cases to establish their economic status, capability to pay and which patient deserves financial support
- Provide counselling to mothers who want to put their children for adoption and liaise with relevant agencies to initiate the adoption process;
- Make visitation rounds to long-stay patients;
- Prepare the patients whose conditions have changed such as patients who need to use wheelchairs;
- Debrief for staff, those in quarantine and isolation wards;
- Be a facilitator of cancer support group; and
- Any other responsibilities that may be assigned to the job holder by the supervisor from time to time.

### Kisii County Government

#### Community Support Officer (Trainee)

Duration : **February 2019 - July 2020**

- Working with the local council and other authorities such as schools and General Practitioners to monitor any people who were in difficult situations
- Reaching out to the local area to raise awareness of issues such as domestic violence and child abuse, through carefully constructed community campaigns
- Working in conjunction with the local city council to provide support and advice to families in financial, social or emotional difficulties.
- Designed and developed activity and involvement programs for disabled community members.
- Maintained all policy and program documentation on a regular basis.

## EDUCATION

### **Kisii National Polytechnic**

#### **Diploma in Social work and community development**

Passing Year - **2018-2020**

### **Kisii High School**

#### **O-Level Certificate**

Passing Year - **2014-2017**

### **St Andrew Kaggwa Boys Boarding Primary School.**

#### **KCPE**

Passing Year - **2005-2013**

## TRAINING AND WORKSHOPS

Certificate in HIV testing service 8th - 26th April 2020 at Center for Training and Development-Kisii County Government.

Certificate in HIV Testing and Counseling 1st -27th May 2019 training by the Ministry of Health-NASCOP