



Diellza Grajçevci

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WORK EXPERIENCE

10/2022 – CURRENT Prishtina, Kosovo

PROFESSOR ASSISTANT HEIMERER COLLEGE

- **Assist in Course Preparation:** Collaborate with the professor to develop course syllabi, prepare lecture materials, and create engaging multimedia presentations for graduate courses.
- **Conduct Research:** Support ongoing research projects by conducting literature reviews, data collection, and analysis. Contribute to the drafting and editing of research papers and publications in Occupational Therapy.
- **Facilitate Learning:** Lead weekly tutorial sessions and workshops for students, reinforce lecture concepts, and provide additional instruction and support.
- **Manage Classroom Activities:** Oversee classroom activities, including setting up equipment for experiments or presentations, ensuring a conducive learning environment for students.
- **Evaluate Student Performance:** Assist in the creation, distribution, and grading of assignments, quizzes, and exams. Provide constructive feedback to students to facilitate improvement and understanding.
- **Hold Office Hours and Provide Student Support:** Hold regular office hours to advise and assist students with academic inquiries, project guidance, and clarification of course material, enhancing their learning experience and academic performance.
- **Provide Administrative Support:** Handle administrative tasks such as maintaining student records, coordinating with departmental offices, and organizing guest lectures or departmental events.
- **Integrate Technology:** Utilize and recommend educational technology tools to enhance teaching and learning, including learning management systems and online collaboration platforms.

01/10/2024 – CURRENT Prishtina, Kosovo

OCCUPATIONAL THERAPIST PRISHTINA HIGHSCHOOL

Student Assessment and Evaluation

- Conduct evaluations to identify students' motor, sensory, cognitive, and emotional needs.
- Perform screenings to assess developmental milestones and learning challenges.

Intervention and Therapy

- Develop and implement individualized occupational therapy plans aligned with students' educational goals.
- Provide one-on-one and group therapy sessions to address specific needs (e.g., fine/gross motor skills, sensory processing, or self-regulation).
- Use evidence-based techniques to improve students' participation and performance in school tasks.

Classroom and Environmental Support

- Recommend and implement modifications to the classroom environment to enhance accessibility and participation.
- Evaluate the school environment for ergonomic and accessibility improvements.
- Introduce and support the use of assistive technology, including training staff and students.

Collaboration and Communication

- Work closely with teachers, special educators, and support staff to integrate therapy strategies into the classroom setting.
- Attend and actively contribute to IEP and multidisciplinary team meetings.
- Maintain regular communication with parents/guardians to provide updates and strategies for at-home support.

Behavioral and Emotional Support

- Address behavioral challenges through strategies that improve focus, emotional regulation, and task engagement.
- Provide crisis intervention to ensure students' emotional and physical well-being.

Documentation and Progress Tracking

- Maintain accurate and detailed records of therapy sessions, progress, and evaluations.
- Prepare progress reports for stakeholders, including parents, teachers, and school administrators.

As a Social Studies Teacher:

- **Developed and Implemented Curriculum:** Designed engaging and informative lesson plans in alignment with state and national academic standards for social studies. Adapted teaching methodologies to accommodate diverse learning styles and abilities.
- **Assessment and Feedback:** Created and administered assessments to measure student progress. Provided constructive feedback to students and implemented strategies to address individual learning needs.
- **Classroom Management:** Maintained a positive and inclusive classroom environment conducive to learning. Implemented discipline measures in a fair and effective manner.
- **Educational Technology Integration:** Incorporated various educational technologies to enhance teaching and learning, including digital presentations, online resources, and interactive learning platforms.
- **Parent and Community Engagement:** Communicated regularly with parents and guardians regarding student progress and curriculum objectives. Participated in school and community events to promote social studies education.

As a Psychologist Assistant:

- **Client Interaction:** Supported the assessment process by administering psychological tests under supervision, recording observations, and helping in the preparation of assessment reports.
- **Therapeutic Support:** Assisted in the preparation and delivery of therapeutic interventions under the supervision of a licensed psychologist. Provided administrative support for therapy sessions.
- **Educational Workshops and Presentations:** Contributed to the development and delivery of educational workshops on mental health topics for clients, families, and the broader community.
- **Documentation and Record Keeping:** Maintained confidential client records, session notes, and other documentation in compliance with ethical guidelines and legal requirements.

- **Assessment and Evaluation:** Conducted comprehensive evaluations of clients' functional abilities and limitations to develop individualized treatment plans aimed at improving daily living skills.
- **Treatment Planning and Implementation:** Designed and implemented occupational therapy interventions to assist clients in achieving their personal goals, focusing on enhancing their abilities to perform daily activities and participate in work or school environments.
- **Adaptive Techniques and Equipment:** Recommended and educated clients and their families on the use of adaptive equipment and techniques to enhance independence in daily living tasks.
- **Collaborative Care:** Worked closely with healthcare professionals, including physical therapists, speech therapists, and physicians, to ensure a holistic approach to patient care.
- **Documentation and Reporting:** Maintained accurate and detailed client records, documenting progress and adjustments to treatment plans in accordance with regulatory and facility requirements.
- **Behavioral Assessments:** Conducted assessments of clients' behavior and needs to identify treatment goals and develop behavioral intervention plans.
- **Intervention Strategies:** Implemented evidence-based behavioral interventions aimed at modifying challenging behaviors and teaching new skills, enhancing clients' ability to function effectively in various settings.
- **Data Collection and Analysis:** Monitored and recorded clients' progress towards goals, utilizing data to adjust interventions and maximize effectiveness.
- **Family and Caregiver Support:** Provided education and support to family members and caregivers, offering strategies to reinforce positive behaviors and manage challenges at home and in the community.
- **Professional Development:** Stayed current with the latest research and best practices in behavioral therapy through continuous education, workshops, and conferences.

- **Individualized Academic Support:** Delivered one-on-one assistance to a student with autism spectrum disorder, adapting educational materials and activities to meet their unique learning needs and preferences, leading to measurable improvements in their academic performance.
- **Behavioral Support and Management:** Implemented individualized positive behavior support strategies tailored to the student's specific challenges, significantly reducing incidents of disruptive behavior and enhancing classroom participation.
- **Life and Social Skills Development:** Facilitated the development of essential life and social skills through personalized activities and consistent reinforcement, improving the student's ability to interact with peers and participate in group activities.

- **Personalized Resource Creation:** Designed and prepared customized educational and sensory tools that catered to the student's specific sensory needs and learning preferences, increasing their engagement and participation in learning tasks.
- **Safety and Well-being Monitoring:** Ensured the student's safety and well-being through vigilant monitoring and swift response to health or safety concerns, maintaining a secure and supportive learning environment.

15/10/2019 – 10/12/2019 Jyväskylä, Finland

OCCUPATIONAL THERAPY ASSISTANT (INTERNSHIP) SOINTUVA OY

- **Client Support and Care:** Provided direct support to patients under the supervision of licensed occupational therapists, assisting with therapeutic activities and exercises designed to improve daily living and working skills.
- **Therapeutic Program Assistance:** Helped in the implementation of treatment plans for patients with diverse needs, including children with developmental disabilities, adults recovering from injuries, and elderly patients with age-related challenges.
- **Adaptive Equipment Familiarization:** Gained proficiency in recommending and demonstrating the use of adaptive equipment to clients, facilitating improved independence in daily activities.
- **Documentation and Observation:** Assisted in the documentation of patient progress and response to therapy, learning to observe and report changes in patient conditions effectively to supervising therapists.
- **Interdisciplinary Collaboration:** Participated in interdisciplinary team meetings, gaining insights into the holistic care process and the role of occupational therapy within a broader healthcare context.

06/2019 – 08/2019 Prishtina, Kosovo

TRANSLATOR HEIMERER COLLEGE

- **Book Translation:** Successfully translated "Occupational Therapy Essentials for Clinical Competence" from English to Albanian, making a pivotal educational resource accessible to Albanian-speaking students and professionals.
- **Industry-Specific Research:** Conducted extensive research on occupational therapy terminology and concepts to ensure accuracy and relevance in the translated material.
- **Text Conversion:** Expertly converted complex English text into Albanian, maintaining the integrity and flow of the original content.
- **Quality Assurance:** Diligently ensured that the translated text preserved the original meaning, tone, and nuance, facilitating an authentic reading experience for the target audience.

● EDUCATION AND TRAINING

01/11/2023 – CURRENT Tetove, North Macedonia

MSC IN CLINICAL PSYCHOLOGY University of Tetovo- Universiteti Shteteror i Tetoves

Website https://unite.edu.mk/portfolio_category/fakultetet/

10/2018 – 03/2022 Prishtine, Kosovo

BSC. HEALTHCARE THERAPEUTIC CENTER- OCCUPATIONAL THERAPY Heimerer College

Website <https://kolegji-heimerer.eu/>

01/09/2015 – 30/05/2018 Obiliq

HIGH SCHOOL Gjumnazi "17 Shkurti"

Address "Rasim Hashani" Street, 15000, Obiliq

02/02/2024 Prishtine, Kosovo

CERTIFICATE IN "DIFFERENTIATED INSTRUCTION" American School of Kosova

02/12/2023 Prishtine, Kosovo

CERTIFICATE IN "CHALLENGING BEHAVIORS: EARLY PREVENTION AND INTERVENTION" American School of Kosova

2021 Prishtina

TRAINED FOR- PLS4 Qendra Terapeutike Heimerer

Address Malush Kosova, Prishtinë, Kosovo, 10000, Prishtina

2021 Prishtina

TRAINED FOR- SENSORY PROFILE

Address Malush Kosova, Prishtinë, Kosovo, 10000, Prishtina

2020 Prishtina

TRAINED FOR - ABA (APPLIED BEHAVIOR ANALYSIS) Qendra Terapeutike Heimerer

Address Malush Kosova, Prishtinë, Kosovo, 10000, Prishtina

2020 Prishtina, Kosovo

ATTENDED SUCCESSFULLY "DEVELOPMENT OF CHILDREN WITH AUTISM IN THE FIELD OF SELF-CARE AND COMMUNICATION ASPECT IN THE HOME ENVIRONMENT" Institute of Southeast Europe for Health and Social Policy

Address 10000, Prishtina, Kosovo

2020 Prishtina

TRAINED FOR - TOMATIS METHOD Qendra Terapeutike Heimerer

Address Malush Kosova, Prishtinë, Kosovo, 10000, Prishtina

2020 Prishtina

TRAINED FOR - ABLLS (ASSESSMENT OF BASIC LANGUAGE AND LEARNING SKILLS) Qendra Terapeutike Heimerer

Address Malush Kosova, Prishtinë, Kosovo, 10000, Prishtina

2019 Jyväskylä, Finland

SEMESTRAL EXCHANGE STUDENT JAMK University of Applied Sciences

2019 Prishtina, Kosovo

CERTIFICATE IN GOOGLE DRIVE,GOOGLE DOC. AND ONLINE TOPICS(DOC.SHEETS,SLIDES Heimerer College

Address Malush Kosova Street, 10000, Prishtina, Kosovo

Prishtina, Kosovo

CERTIFICATE IN PARTICIPATION IN TRAINING FORMAT OF DEBATE BRITISH PARLIAMENTARY Ministria e Kulturës,Rinisë dhe Sportit

Address 35 "Nënë Tereza", 10000, Prishtina, Kosovo

Prishtina, Kosovo

CERTIFICATE IN MIGRATION AND HEALTH: MULTIDISCIPLINARY APPROACH Heimerer College

Address Malush Kosova Street, 10000, Prishtina, Kosovo

Prishtina, Kosovo

CERTIFICATE IN INTENSIVE ARTICULATION CURRICULUM Heimerer College

Address Malush Kosova Street, 10000, Prishtina, Kosovo

Prishtina, Kosovo

CERTIFICATE FOR SHOWING GOOD RESULTS IN TUTORING STUDENTS Heimerer College

Address Malush Kosova Street, 10000, Prishtina, Kosovo

Prishtina, Kosovo

CERTIFICATE IN "MENTOR'S ROLE TO STUDENTS IN DIFFERENT FIELDS" Heimerer College

Address Malush Kosova Street, 10000, Prishtina, Kosovo

Prishtina, Kosovo
CERTIFICATE IN "USE OF STUDENT MANAGEMENT INFORMATION SYSTEM AND FINANCE MODULE"
Heimerer College

Address Malush Kosova Street, 10000, Prishtina, Kosovo

Prishtina, Kosovo
CERTIFICATE IN "THERAPEUTIC ASSESSMENTS WORKSHOP SERIES" Instituti Kosovar i Ergoterapise (INKET)

Address 10000, Prishtina, Kosovo

Prishtina, Kosovo
CERTIFICATE IN "HOW TO WRITE REPORTS ACCORDING TO HEALTHCARE STANDARDS" Instituti Kosovar i Ergoterapise (INKET)

Address 10000, Prishtina, Kosovo

Prishtina, Kosovo
ATTENDED SUCCESSFULLY "THE IMPORTANCE OF MULTIDISCIPLINARY APPROACH Qendra Terapeutike Heimerer

Address 10000, Prishtina, Kosovo

2014 – 2016 Obiliq, Kosovo
ACTIVIST IN A YOUTH CENTER Youth Center- Obiliq

Address 15000, Obiliq, Kosovo

2016 Obiliq, Kosovo
CERTIFICATE IN "FIGHT YOUR FEAR SPEECH" High School- Ismail Dumoshi

Address "Rasim Hashani" Street, 15000, Obiliq, Kosovo

01/07/2015 – 02/02/2016
CERTIFICATE FOR COMPLETION OF THE COURSE ENGLISH ADVANCED Qendra Rinore Obiliq

01/10/2014 – 19/06/2015
CERTIFICATE FOR COMPLETION OF THE COURSE ENGLISH UPPER-INTERMEDIATE Qendra Rinore Obiliq

01/02/2014 – 26/09/2014 Obiliq, Kosovo
CERTIFICATE FOR COMPLETION OF THE COURSE ENGLISH INTERMEDIATE Qendra Rinore Obiliq

Address 15000, Obiliq, Kosovo

01/05/2013 – 31/01/2014 Obiliq, Kosovo
CERTIFICATE FOR COMPLETION OF THE COURSE ENGLISH PRE-INTERMEDIATE Qendra Rinore Obiliq

Address 15000, Obiliq, Kosovo

● **LANGUAGE SKILLS**

Mother tongue(s): **ALBANIAN**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C2	C2	C2	C2	C2
FRENCH	A1	A1	A1	A1	A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Communicating Handling information and content Transacting Problem solving | communication with youth | Communication skills (listening skills; verbal skills; written skills) | Ability to learn quickly, listen and communicate with others, correctly and motivated | Analytical skills and ability to solve problems | Under Pressure Work

● **DRIVING LICENCE**

Driving Licence: AM

Driving Licence: A1

Driving Licence: A2

Driving Licence: B

● **CONFERENCES AND SEMINARS**

13/09/2024 Prishtina

15-th International Conference of Health Sciences

17/09/2022 Prishtina

13th International Symposium of Health Sciences

02/04/2022 – 03/04/2023

4th Balkan International Autism Conference

26/10/2020 – 28/10/2020 Online Conference

2020 WAO Balkan International Conference

Organizational Staff

29/02/2020 Prishtina

WORKSHOP - "Managing behavioral problems for children with autism, at home"

Passive Participant

15/09/2019 Prishtina

WORKSHOP - "Behavior Management of People with Autism"

Passive participant

12/09/2019 Prishtina

WORKSHOP - "Managing of challenging behaviors in children from ASD"

Passive participant

01/06/2020 – 02/06/2020 Qendra per Hulumtime Psiko-Sociale dhe Mjekesore

3rd International Conference on Children's Health, Well-being, Education and Rights

Passive participant

20/10/2019 Apuvaline, Tampere

"Assistive Technology 2019- Tampere"

● **PROJECTS**

2021 – 2021

Validation Study of "AEPS" content.

Evaluation Instrument of Research Project "Assessment, Evaluation and Programming System for Infants and Children-Third Edition (AEPS3)

Adapting and translating the AEPS assessment for Kosovian purpose use here in Kosovo, supervised and controlled by Dr. Lema Kabashi, (Associate Professor, Special Education, University of Wisconsin- La Crosse)

01/06/2019 – 10/06/2019

Summer School Project

Participants were encouraged to translate perceived migration problems into scientific research questions and intervention projects in different approaches such as health, political, economic, psychological, sociological, legal and historical by enabling participants to return home with a better baggage of knowledge and skills for migration as the most complex phenomenon affecting governments and societies across the globe.

2021 – 2022

Student-run Multidisciplinary Allied Health Practice Center / SMAHPC

Developing and harmonizing national standards and competence profiles of new professional qualification within the health and social areas, with those of the EU, by co-generating and re-designing new and existing curricula and training module, respectively in research and practice-based and client- centered teaching philosophy, enabling the students to gain relevant theoretical as well as necessary skills, needed to provide patient/organization-tailored services.

● **HONOURS AND AWARDS**

24/03/2019

Best Student in the 1-st year student from Health-Care Sciences – Heimerer College

Health Therapeutic Rehabilitation Sciences best student from first year students in the university

● **ORGANISATIONAL SKILLS**

Organizational skills

Able to plan my own work, to work effectively under stress and prioritize multiple tasks within tight deadlines, good client service skills; ability to see things from the client's point of view; ability to identify client's needs and match them to appropriate solutions; ability to meet timeline for service delivery move on.

-I try to use my leadership skills on my workplace, to influence clients and colleagues around me

-Good organization skills gained as an activist on Youth Center, volunteer in my university and as a volunteer in occupational therapy institute of Kosovo

● **COMMUNICATION AND INTERPERSONAL SKILLS**

Communication

I have excellent communication skills including the ability to explain and present technical information, good interpersonal skills to maintain effective working relations in a multi-cultural environment with sensitivity and respect for diversity.

Good communication skills gained through different experiences for more than 6 years.

Good communication with all sort of ages, cultures and people.

Active listening in

- Responsibilities
- Dependability
- Flexibilities
- Patience
- Empathy

Interpersonal skills

○ Building and maintaining relationships with others

○ Proactive in reaching out to others

○ Being a good conversationalist

○ Able to effectively resolve conflicts and negotiate differences is a valuable interpersonal skill.

Teamwork and leadership skills

○ Good collaborator

○ Supportive of others

○ Able to resolve conflicts in a constructive manner

○ Setting clear expectations

○ Delegating tasks

○ Providing guidance and support to team members

● VOLUNTEERING

01/09/2014 – 02/2017 Kastriot, Kosove

Youth Activist in career developmental and associated activities

- Carried out your tasks efficiently and honestly
- Committed time for the work
- Accepted guidance and decisions of the volunteer coordinator
- Participated in orientations, training's, and meetings
- Kept internal information confidential
- Scheduling, coordinating, and participating in meetings, interviews, events and other similar activities
- Helping the community

01/09/2021 – 01/11/2021 Prishtina

Student informative-provider

In Heimerer college

Come as scheduled and on time

- Carry out your tasks efficiently and honestly
- Commit time for the work
- Provided information to students who wanted know more about the programs that Heimerer College offers, procedures of applying, trainings and scholarships they are able to take and other questions they might have had

01/09/2015 – 30/05/2018 Obiliq, Kosovo

Student right activist

High school student representor for the right and requirements that student have towards that school

2018 Gjilan

Ergoterapia- Agape

Occupational Therapy Sessions- Gaining independence on lost ability functions

2018 Prishtina

"Përparimi" Resource Center

Special Need School Internship and Assistance

2019 Prishtina

Elementary School "Dardania"

Assisting kid with Down Syndrome in an inclusive class

2019 Prishtina

University Clinical Center of Kosovo (QKUK)- Neurology

Neurology study cases

2019 Prishtine

University Clinical Center of Kosovo (QKUK)- Psychiatry Department

Performing supervised individual and group counseling, supervision, crisis intervention, and consultation/outreach

2022 Prishtina

University Clinical Center of Kosovo (QKUK)- Cardiology

Role of Occupational Therapy in Cardiology deparment