

Bliss Jordan

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4204 – 37 Avenue

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Qualification Highlights

Program Attendant: Client intake for addiction treatment program; test strip urine analysis; mental support; assisted in finding appropriate resources, and locating transition shelter for clients; teaching life skills.

Patient Feedback Intake Coordinator: Taking calls from complainants regarding Health Care Services and Commendations regarding health care providers at hospitals within the whole province of Alberta.

Eight years of experience in the Social Work Field with a background working with dual diagnosis and difficult behaviors

- Resourceful and organized with a focus on best practices
- Social Work Diploma; Rehabilitation Certificate; Native Communication Certification from GMCC

Skills and Abilities

Social Programming

- Arrange and attend planning meetings with clients, PDD representatives, psychiatrists, general practitioners and other stake holders
- Complete all accounts payable/receivable for living expenses and client incidentals
- Administer medication and purchase groceries under strict budgets
- Encourage independence and self-confidence
- Motivate group members and facilitate adjustment to change
- Teach and model good communication, interpersonal and problem solving skills
- Establish, maintain and enforce standards of acceptable behavior
- Help individuals and group members to define personal behavioral objectives
- Create, modify and deliver lessons that respond to participants' needs
- Assist individuals and group members to identify and implement constructive solutions to problems
- Evaluate performance and help group participants to evaluate their own performance
- Keep notes and records
- Adhere to FOIPP Procedures and system processes

Administration

- Ensure program runs effectively and efficiently
- Analyze collected data and use knowledge to develop proposals for improving methods, systems or procedures
- Present recommendations to the program leaders, workers, individuals, groups or organization
- Assist in implementing recommendations
- Supervise and coach staff members; assist with problem solving and encourage team building
- Order office supplies and directed day to day office procedures
- Organize and monitor budgets

Employment History

Program Attendant Poundmaker Treatment Centre May 2018 (Current)

Patient Feedback Intake Coordinator	Alberta Health Services	October 30, 2013 to February 2015
Psychiatric Aide	Alberta Health Service	Feb,2011 August2014
Immunization Clerk	Alberta Health Services	2011 October
P/T Direct Service Provider	Rehoboth Christian Ministries Stony Plain, AB	2006 – Present
Outreach Worker/Case Manager	Edmonton City Centre Church Corp. Edmonton, AB	2007 – 2009
Outreach Worker/Case Manager/ Housing services	E4C Edmonton, AB	2007 – 2009
Team Leader	Good Samaritan Society Edmonton, AB	2005 – 2007
Team Leader	Catholic Social Services Edmonton, AB	2003 – 2005
Residential Coordinator	Excel Society Edmonton, AB	2001 – 2003
Housing Services	Boyle Street Co-op Edmonton, AB	2001

Volunteer Experience

Volunteer at Leduc Community Hospital		2011
Pastoral Care	Holy Trinity Anglican Church Edmonton, AB	2004 – 2006
Client Assistant	Canadian Mental Health Assoc. Edmonton, AB	2000
ESL Instructor	Edmonton Mennonite Centre Edmonton, AB	1999

Education and Recent Training

TESOL/TESL/TEFL Teacher Training Certification		2015
Medical Office Administrator	Medical Reception College, Edmonton	2014
Hospital Visitor License	Holy Trinity Anglican Church Edmonton, AB	2005
Social Work Diploma	GMCC Edmonton, AB	2002
Rehabilitation Certificate	GMCC Edmonton, AB	2002
Native Communication Certificate	GMCC Edmonton, AB	1994

Courses:

Suicide Prevention Workshop	Crisis Prevention Institute Inc.	2009
Medication Administration	Rehoboth Christian Ministries	2009
Client intervention Certificate	Crisis Prevention Institute Inc.	2009
Adult Counseling and Prevention	AADAC	2008
First Aid/AED Certification	ST. John Ambulance	2008
Client's Rights/Abuse Awareness	Catholic Social Services	2007

References Available Upon Request