Claudine Afeseh Konjoh

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**KEY QUALIFICATIONS AND STRENGTH**

* Experience in community social work.
* Experience working within a cross cultural setting.
* Excellent verbal and written communication skills.
* Strong interpersonal skills to help establish good working relationship with clients and team members.
* An understanding of collaborative service delivery.
* Ability to establish clear boundaries and be sensitive to client’s need.
* Problem solving skills, able to work without supervision and make sound judgement and react promptly in cases of emergency.
* Ability to solve problems in a non-confrontational manner and work in a fast-paced environment.
* Organized, reliable, punctual, and able to multi-task.
* Able to show respect and demonstrate the use of empathy when dealing with clients.
* Competence in delivering trauma informed care.
* Compassionate, tolerant, approachable, and caring nature
* Profound ability to ensure privacy and maintain protection of client’s information**.**

**EDUCATION**

## Bachelors Degree in Social Work 2022

## Masters in Human Resoruce Management and CIPD 2009

##  Certificate in Data Processing 2007

## and Secretarial Duties

Bachelor’s Degree in business management 2006

High School Diploma (Advance Level Certificate) 2003

General Certificate of Education (GCE) Ordinary Level 2001

**CERTIFICATION**

Brain Story Certification

Indigenous Canada

Little Warriors

Disability Management

Standard First and CPR/AED

Trauma Informed Care

FOIP

**FIELD PLACEMENT**

**Jasper Place Family Resource Center April 2022-August 2022**

**Social Worker (Practicum)**

* Assisted families in developing strong safety networks and identifying their existing safety networks.
* Work in collaboration with community partners and families in identifying safety risk for youths and children, creating safety plans and providing early intervention
* Enhancing family functioning and wellness by promoting parental capacity and well-being of children and family through various programs and activities.
* Conducting intake interview with families to assess their situation, eligible services and refer them to resources available in their community.
* Coordinate and facilitate Positive Parentings (Tripple -P) to educate parents and care givers on how to build resiliency in children and promote positive family dynamics.
* Provide emotional coaching, promote relationship building, showed care and support to service users.
* Organize and lead various learning and play activities with children six years of age and younger to help with learning and and building resilience in young children
* Create safe space for families, provide listening ears to their stories, validate their feelings and provided emotional support while helping them connect with useful community resource.

**EMPLOYMENT HISTORY**

**Community Support Worker**

**Independent Counselling Enterprises (ICE)- Edmonton- 2012 to date**

* Coordinating and assisting clients with daily activities.
* Supervising and ensuring clients maintain regular contacts with relatives as required.
* Assisting clients with personal care and medication administration.
* Observing clients and taking note of any changes in their normal behaviours.
* Organizing social and recreational activities for clients.
* Preparing daily reports and filling logbooks.
* Assisting clients who needed support with house keeping chores.
* Supervising and ensuring client’s safety.
* Assisting clients with booking and attending appointments.

 **Family Support Worker**

**City of Coventry Children and Family Services- Coventry UK 2009 - 2012**

* Interviewed client to determine services that best fit their needs.
* Consult with other professionals regarding client’s case and treatment plan.
* Present case history for review with other staffs.
* Communicated with social welfare and public agencies to obtain and provide information regarding clients.
* Assessing positive relationship work within families.
* Supervising contact.
* Educated children and family about community resources and made referrals to social services.
* Provided services to youths experiencing high risk behaviours.
* Writing case reports.

**Health Care Assistance (Casual Position)**

**Seven Solutions LTD, Coventry 2008 - 2012**

* Assisted different clients with dementia, learning disability, mental health condition and elderly people with everyday living.
* Engaged and participated in recreational activities with clients such as signing and arts.
* Enter notes on clients log book and maintain communication with families.
* Assisted clients with personal care.
* Provide support to clients with daily tasks.
* Book appointments and supervised visits and outings.

**LANGUAGES**

* English and French

**REFERENCES**

* Available upon request