

Edmonton, AB T6W 4T1

March 17, 2023

Hope4Life Inc.
#110-9190 34A Ave.
Edmonton, AB. T6E 5P4

Dear Hiring Committee,

Re: Application to Community Support Worker-South West (Part-Time)

I am responding to this job posting which I discovered through the job board on the Indeed website. With 5+ years of experience working in human services, I have the demonstrated interpersonal and communication skills, professional integrity, and ability to maintain confidentiality. I aim to put people first and deliver trauma-informed care while engaging critical reflection.

In my role at Jasper Place Wellness Centre, I worked with clients to design individualized service plans. I assisted clients in connecting with government-funded income supports, employment training, cultural and medical resources. In weekly case management meetings, I helped to build collaborative environments by providing insight to team members, as well as, receiving their feedback on my cases. I would drive for results by keeping program objectives and client in mind, while making independent decisions and at other times seeking guidance from more senior workers or team lead. In all my positions, I have always endeavored towards person-centred service, clear communication and thoughtful problem-solving for effective outcomes.

During my role in human services with The Mustard Seed in Calgary, I engaged closely with staff, volunteers, and clients in working towards short- and long-term client goals with scheduled follow-up. I regularly created succinct case reports on client interactions. I was able to de-escalate situations where clients felt underserved by the organization and worked together with them to arrive at equitable solutions.

The professional degree program for social work with Dalhousie University taught me the value of critically reflective practice, as well as the need for anti-oppressive practice and creating culturally safe spaces. By unveiling barriers to client success, appropriate and responsive intervention plans can be formulated in supporting clients. During my final semester, I have been a part of a research team focusing on the barriers that persons with disabilities face when accessing post-secondary education and employment. It has given me further insight into the importance of respecting human dignity, as well as organizational policy.

Between the years 2005 to 2016, I have had the opportunity to live in 8 countries between North America, the Caribbean, Europe, and Asia. These experiences have increased my cultural awareness and ability to create safe spaces for diverse communities. My lived experiences have sharpened my interpersonal and multicultural communication skills with persons from various backgrounds. I have honed my communication skills to always clarify and respond in a sensitive and professional manner.

If you feel that I may possibly be a good fit with the team, I look forward to hearing back from you. I can be contacted by phone at (403) 477-1939 or by email at msmoniqueoreilly@gmail.com.

Thank you.

Sincerely,



Monique O'Reilly

Objective

To acquire a position within a multi-disciplinary team providing client-focused service, critically analyzing their barriers and experiences, and working collaboratively with all stakeholders accessing available resources in the direction of optimizing client outcomes.

Employment History/Professional Experience

Advocacy Officer (Full-time, Remote, 40 hrs/wk)

March 2023 - Present

Veterans Affairs Canada, Edmonton, AB

- Work with lawyers to serve clients by phone, virtually and in-person with medical-legal concerns
- Provide advocacy and administrative support services in a quasi-judicial environment
- Conduct research and extract relevant data from a variety of source documents
- Maintain case management notes on client services provided and outcomes

Follow-Up Support Worker (Full-time, 40 hrs/wk)

September 2021 – March 2023

Jasper Place Wellness Centre, Edmonton, AB

- Provided in-vivo follow-up support, vocational rehabilitation, and skills training to high-risk adults
- Maintained a caseload of 17+ clients guiding them towards independence
- Designed & monitored service plans with clients for sustaining stable, independent living situations
- Advocated for clients with landlords, medical providers, employers & other community resources
- Liaised with federal & provincial government offices including AISH, Alberta Works, Service Canada, and other agencies in coordinating services for clients

Advocacy & Wayfinding Coordinator (Practicum, 32 hrs/wk)

January – August 2020

Canadian Mental Health Association, Edmonton, AB

- Provided individual advocacy for persons with mental health concerns and their caregivers
- Liaised with federal & provincial government offices, and other agencies in coordinating services for clients
- Assisted clients with applications and appeals for financial and housing supports
- Assisted clients with systems navigation and referrals for additional resources
- Worked with inter-disciplinary team to review client cases including legal & psychiatric counsel
- Maintained case management notes on client services provided and outcomes

Central Reservations Agent (Full-time Remote, 40 hrs/wk)

June 2018 – February 2019

Sandman Central Reservations, Richmond, BC

- Attended to guest reservation needs and inquiries in contact-centre environment
- Managed guest data and reservations using Mobius and other software
- Provided professional customer service and executed tasks with exceptional attention to detail
- Maintained consistent communication with management team

Night Shelter Supervisor (Full-time, 40 hrs/wk)**September 2016 – March 2018***The Mustard Seed, Calgary, AB*

- Trained, supervised, empowered, and motivated employees & volunteers to work collaboratively
- Ensured clients were able to access basic need services, in addition to emergency support, non-violent crisis intervention & referrals for advocacy as needed
- Consulted with clients in working towards their self-determined short- and long-term goals
- Exercised judgment in resolving conflicts and providing solutions for clients
- Maintained client notes for case management in accordance with confidentiality policies
- Ensured the nightly follow-through of night support workers' responsibilities
- Audited payroll requests and crosschecked with timesheet records for accuracy

Red Cross Volunteer & First Aid Team Member (Part-time, 24 hrs/wk) **March 2009 – March 2010***British Red Cross, Providenciales, Turks & Caicos Islands*

- Volunteered in the Turks & Caicos Islands with the British Red Cross
- Executed group training in Basic First Aid for schools and other local organizations
- Facilitated communication and logistical planning of Disaster Response Team
- Served as member of first responders assisting refugees in aftermath of 2010 Haiti earthquake
- Assisted in coordinating logistics and execution for fundraising events

Education

Dalhousie University, Bachelor of Social Work**2021**

Completed a Bachelor of Social Work degree. Practicum area of interest in community and social services

University of Windsor, Bachelor of Commerce, Marketing**2005**

Completed a degree program in the Odette School of Business, with a concentration in Marketing courses during my final years

Certificates

Addiction Treatment: Clinical Skills for Healthcare Providers**May 2020***Yale University via Coursera Online*

Completed the clinical skills training course for healthcare providers focused on addiction treatment

Brain Story Certification**April 2020***Alberta Family Wellness Initiative, Calgary, AB*

Completed the Brain Story training program focused on brain development and health

ASIST**November 2017***Centre for Suicide Prevention, Calgary, AB*

Completed the ASIST suicide intervention skills training program

Non-Violent Crisis Intervention**September 2016***Mustard Seed Society, Calgary, AB*

Completed training program focused on prevention and strategies for safely defusing danger or tension in difficult situations

Additional References Available Upon Request



Sandman Central Services
10251 St. Edwards Drive
Richmond, British Columbia
Canada V6X 2M9

T 604.276.1160 F 604.276.1165
Central Reservations: 1.800.Sandman
In Vancouver: 604.736.4388 (1.800.726.3626)
www.sandmanhotels.com

Sunday June 16, 2019

Re: Reference for Monique O'Reilly

To Whom It May Concern,

I am the Central Reservations Manager for Sandman Central Reservations. I have known Monique O'Reilly in a professional capacity since she joined my department in June 25 2018.

During her employment with us, we entrusted her to work the overnight shifts. There was a time period when she would not have a colleague working with her during her shift and she was left to oversee the entire workflow. Not only did she consistently deliver quality customer service to our guests, but she maintained strong communication with management and the other hotels she was expected to assist.

Upon meeting her, you will sense her professionalism and her respectful nature. Her integrity is refreshing and admirable. It was a pleasure training her for her role and it was an honor to get to know her as an individual. She is caring, compassionate and I always enjoyed my conversations with her. She was a great addition to my team and I assure you, she will be an amazing addition to yours.

If you require any additional information please feel free to contact me at 604-276-1170.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Kristina Katigbak', with a stylized flourish at the end.

Kristina Katigbak
Central Reservations Manager
Sandman Hotel Group | Sutton Place Hotels
Phone: 604-276-1170
Email: kkatigbak@sandman.ca



April 26, 2018

RE: Letter of Reference for Monique O'Reilly

To Whom It May Concern:

I am pleased to write this reference letter for Monique O'Reilly of 29-7833 Heather Street, Richmond BC.

Monique was employed by The Mustard Seed from September 2016 to March 2018 as a Shelter Night Supervisor – Basic Services.

Monique was a strong leader for her team and one of her many strengths is her ability to build relationships and her unwavering compassion for our vulnerable community. I have found her to be capable, reliable and respectful to all staff, volunteers and the community that we serve.

Monique is known to excel at problem-solving, innovative, and proactive. She consistently met and exceeded expectations within her role and quickly earned the trust of those around her and the team she led.

Monique is a woman with a servant heart and she was a real asset to our organization.

In closure, Monique was a kind, generous and valued employee of The Mustard Seed and we wish her all the best in BC.

If you have further questions regarding this letter, please do not hesitate to contact me.

Regards,

Funke Ibraheem
Human Resources Advisor
Cell: 403 615 1202
Direct Line: 403 767 2817
Interoffice ext: 337

The Mustard Seed
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Web: www.theseed.ca





Turks&CaicosIslandsRedCross

Headquarters
Leeward Highway, P.O. Box 178
Providenciales,
Turks & Caicos Islands, B.W.I.
Tel: (649) 941-8056
Email: redcrossprovo@tcipay.tc

March 1, 2010

Re: Letter of Reference for Monique O'Reilly

To Whom It May Concern:

Monique O'Reilly joined the Turks and Caicos Islands Red Cross in March 2009 and she immediately became a huge asset to the organization. She started working with the Fundraising Committee during Red Cross Week and through that became directly involved with the local schools in the community.

In April 2009, Monique attended a training course and qualified to become a First Aid Trainer. She then went on to become the First Aid Coordinator for the Disaster Management Team. When she wasn't busy organizing everything for first aid, she volunteered in the Thrift Shop and also took over for the administrator in the office on several occasions.

Monique's bubbly personality and easy going nature made her a joy to be around. She will be greatly missed here at TCI Red Cross and I have no doubt that she will become a real asset to your organization.

Kind regards,

Linda Sweeney
Director
TCI Red Cross

An overseas branch of the British Red Cross