**PROFILE HIGHLIGHTS**

* Excellent verbal and written communication skills
* Ability to remain calm, patient, and polite in challenging and difficult situations.
* Skilled in establishing and building rapport with clients.
* Dependable friendly and a dedicated worker
* Great team player
* Very good at planning, organizing and prioritizing task.
* Knowledge of social work principles
* Ability to work independently and as a valuable member of a team.
* Experienced in working with mentally challenged youths and adults with ongoing addiction.

**EDUCATION AND TRAINING**

* Bachelor of Sociology and Anthropology.
* Standard First Aid and CPR/AED- Life Saving Society and St John’s Ambulances
* Medication administration certificate
* Cultural awareness
* NVCI training
* Proficient in Microsoft Word.
* WHMIS training
* Food safety training
* Trauma informed care certificate
* Hazard training
* Safe bathing training

**HOUSING SUPPORT WORKER (Westwood Manor)**

***Mustard Seed 2020-2022***

* Carrying out safety/security building patrols and monitoring building access.
* Building rapport and establishing strong professional relationships with clients.
* Providing support for clients using harm reduction strategies and philosophy.
* General housekeeping and consistent cleaning and sanitizing of office space.
* Medication administration, support with daily living skills as well as tenancy management.
* Observing and recording client’s behaviour and general building activities.
* Incident report writing and documentation as at when due.
* Providing input to program development and community resources.
* Supporting staff and community in the warehouse and other Mustard Seed locations.

**PROFESSIONAL EXPERIENCE**

***Child and Youth Care Support Worker***

***Catholic Social Services 2019 -2020***

* Built rapport, supervised, and encouraged high risk youths through one-on-one support.
* Assisted and supported clients in establishing and maintaining healthy routines and life skills (household shopping meal planning, preparation, maintenance, money management etc.)
* Receiving program phone calls during shifts, meal planning and preparation for residents.
* Organized and maintained clean-living environment to create a safe supportive home for the clients.
* Administered prescribed medication following set down procedures, including documentation on catalyst app.
* Provided information on the progress of clients through daily case notes, documentation, and logbook tracking.
* Implemented behavior management programs; Maintained program statistics for purposes of evaluation.
* Provide suicide and crisis intervention while adhering to client’s safety plan.
* Assess client’s relevant skills, strengths and development needs and eligibility for specific services.
* Liaise with other health care providers involved with clients and accompany clients to appointments and social outings.

***COMMUNITY/BEHAVIOURAL SUPPORT TEAM LEAD (Full time)***

***I Have a Chance Support Services (IHAC) Stony plain 2018 to 2019.***

* Built Rapport, supervised and encouraged clients through one-one support.
* Established and maintained healthy routines and life skills (household shopping meal planning, preparation, maintenance, money management etc.)
* Organised and maintained a clean residence to create a safe supportive environment for clients.
* Attended staff/house meetings and community outings with clients.
* Communicated information on the progress of clients through daily case notes, logbook documentation and tracking.
* Implemented behavior management programs; Maintained program statistics for purposes of evaluation.
* Provide suicide and crisis intervention when necessary.
* Prepared daily, monthly, and quarterly report, individual care plan and case histories.
* Assessed client’s relevant skills, strengths and developmental needs including eligibility for specific services.
* Liaised with other health care providers involved with clients and accompanied clients to appointments and social outings.

**RESPITE SUPPORT WORKER (Part time)**

***Entrust disabilities 2022-2023***

* Built professional relationships with clients.
* Use of UKG and Salesforce to document client daily activities.
* General housekeeping and cleaning of facilities.
* Administered medication to client.
* Assist clients in having their baths.
* Prepared food for clients and assist clients to eat.

**REFERENCES AVAILABLE UPON REQUEST**