

BILLY

Address: 12220 82 Street North West Edmonton

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OBJECTIVE

Dedicated and multilingual professional with a strong background in customer service, and a reliable work ethic, seeking a position at highly esteemed organization to contribute to a positive experience and support the team.. I am a quick learner with a lot of energy able to fit into different work situations. I am positive that my background and experience has equipped me to make a positive impact in your organization

SKILLS

- Fluent in English and French (both written and spoken)
- Excellent time management and organizational abilities
- Computer literate
- Quick adaptability to change
- Strong reliability
- Responsible and caring personality
- Outstanding physical stamina (can lift up to 50 pounds)
- Strong teamwork skills

HOPE MISSION; Intake Shelter worker. 11/10/2023-04/15/2024

Major Duties and Responsibilities:

Assist in the operation of the Emergency Shelter & Support Services department by:

- Utilizing and developing customer service skills to promote a welcoming, friendly and kind environment to support people experiencing homelessness.
- Assist community members experiencing homelessness by performing shelter intake duties, such as checking guests in/out of the shelter, completing new registrations, assisting with baggage/belonging storage and organization

- Enter client-related information into the shelters' reporting program/database (ETO)
- Manage and report on all incidents
- Providing community members with blankets, towels, hygiene products, nutrition, clothing and other items
- Assist with basic operations, such as cleaning mats, picking up garbage, laundry, stocking intake offices with supplies and other tasks as delegated by the supervisor or team lead
- Engaging in shift debriefing before and after your shift, including a brief devotional time
- Build rapport with clients through active listening and provide information on expected standards of conduct
- Assist with support services, such as addiction recovery program applications and information, referrals to the nursing/medical supports, engage in housing conversations and make referrals to the housing department, etc.
- Engage in responses to emergency medical situations inside or outside of Hope Mission property, such as community members who are in medical distress or who overdose due to drug poisoning
- Be willing and comfortable to engage in drug poisoning (overdose) reversals using naloxone and performing CPR when required
- When safe, be willing and comfortable to respond to incidents within the community that Hope Mission operates, such as medical incidents, drug poisoning reversals and other situations
- When requested by shelter management or supervisor, engage in community support such as outreach, pressure washing, community clean-up or other tasks that serve the community at large
- Screen and monitor community members to promote a secure and safe shelters' environment, both inside and outside within Hope Mission property
- Maintain radio communication to keep other staff and facilities informed
- Assist with meal service if requested by shelter supervisor or team lead
- Clock-in and clock-out on biometric hand clock
- Attend staff meetings and make reports as necessary
- Assist Hope Mission Rescue Van as required
- Any other tasks as requested by shelter management

VIANEY MOBILE, January to September 2023

Sales Person: Demonstrated product knowledge, assisted customers, and consistently met sales targets.

EDUCATION

High School Diploma