**APANDA TONG**

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**Child Youth Support Worker**

**SUMMARY OF SKILLS**

* Strong organizational, problem solving and time management skills.
* Able to work independently as well in collaboration with all team members for successful task completion.
* Warm personality and positive attitude
* Strong knowledge of community resources
* Empathic strong active listening skills
* Extended experience working with individuals from diverse cultural background.
* Excellent communication and interpersonal skills
* Cultural sensitivity- aware and respect of different cultures, beliefs, values, and customs
* Organize, Flexible and punctual
* Strong computer skills and willing to learn new data systems and software.
* Speak fluently English and Arabic languages.
* AB driving license and own transportation with clean abstract.

**WORK EXPERIENCE**

**Seniors Support Worker**

**Senior Home, Edmonton, AB May 2022- March 2024**

* Assisted Patients with bathing, dressing oral hygiene and feeding.
* Medication
* Feeding client using G -Tube
* Help clients move in and out of the beds, used lift, wheelchairs.
* Performed house-based tasks such as housekeeping, managed laundry, and completed weekly grocery shopping.
* Meal preparation
* Community access, taking clients to church.
* Assist seniors with daily living skills such as personal care and cooking.
* Support an individual who presents various behavioral and emotional challenges.
* Engage seniors in group recreational activities.
* Take clients to medical, dental, and optical appointments as necessary.

**Settlement Counselor (Practicum)**

**New Hope Resettlement Institute, Edmonton, AB Apr 2023 – Aug 2023**

* Mentored, provided advice to newcomers and immigrants.
* Helped newcomer students to enroll in classes.
* Assessed newcomers need to provide proper resources.
* Provided information about resources and agencies available for their settlement process.

**Canadian Arab Friendship Association (Practicum)** **Jan 2022- April 2022**

* Filed income tax for immigrants.
* Assisted newcomers with immigration processing (sponsorship, visa, and AISH applications).
* Performed interpretation for newcomers to be able to access services.
* Explained to parents about the school system and how to register children in schools.

**VOLUNTEERING**

**Settlement Counselor (Volunteer) Matching Program**

**Catholic Social Services, Edmonton, AB May 2021-February 2024**

* Help immigrants and refugees to obtain Canadian experience, meet other newcomers and practice English.
* Work collaboratively with newcomer’s children, youth, and family to find their goals and create plans.

**Front Desk (Volunteer)**

**Action For Healthy Communities, Edmonton, AB September 2023- March 31**

* Answer phone call and received.
* Book appointments for clients
* Greet, welcome clients and assisted them.

**Settlement & Integration**

* client intake, provide resources, entre clients information in Apricot and write report.
* Support Clients to apply for income support, housing, Citizenships and Travel document.

**Youth Support Worker**

* Metting with clients to assess their progress, give support and discuss any obstacles or problem.
* Plan and organize event or activities
* Help youth to build life skills, confidence and develop healthy relationships

**Tax Clinic**

* File tax for families, individuals.
* Using CRA account (Auto-File) to file tax if necessary

**EDUCATION**

Settlement Studies Diploma Program, Norquest College, Edmonton, AB, August 2023

Trauma Awareness Certificate, May 2023

QPR Certificate (Suicide Prevention)

Mental health Training Jun 2023

LGBTQ2S Certificate Jun 2023

First Aid Training