

Onyeka Agwo

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I am applying for this position within your organization in order to gain valuable skills and experiences.

Willing to relocate: Anywhere

Work Experience

Client Navigator - NEXUS

Youth Empowerment & Support Services - Edmonton, AB

March 2019 to Present

- Worked with and acted as an advocate within social systems such as the Justice and Court System.
- Advocated on behalf of the youth , and the youths families, coach and provide role-modelling, and informal counselling to clients to develop self-advocacy skills.
- Identified scholarship and training opportunities and shared with Youth.
- Provided support for client meetings.
- Provided Brief Service assistance to clients to facilitate provision of community living supports as required. ie) food hampers, furniture delivery etc.
- Participated in transition planning prior to discharge from YESS residential programs
- Followed up and assisted with family reconciliation and re-integration .
- Assist within the Youth advocacy process.
- Deliver emergency and trauma care.
- Execution of Mental health advocacy.
- Assess psychosocial behavior.
- Complete intensive resource referrals.
- Execute intervention strategies.
- Maintain records and enter information into ETO database and perform clerical duties.

Assertive Housing Worker - Case Manager

Bissell Centre - Edmonton, AB

August 2018 to October 2019

- Documenting all objective interactions with clients, whether by phone or face to face, on ETO a web based case management software.
- Effectively manage a case load of ten clients.
- Acute care transitional goal setting.
- Complete intensive resource referrals.
- Appraise client's needs or eligibility for program.
- Connect clients to external stakeholders.
- Ensure client assessments are being entered into the program database.
- Provide support to clients and landlords, resolve conflict situations between clients and landlords.
- Conduct move in and move out inspections.
- Build and foster positive relationships with property management companies.
- Maintain program housing statistics.

- Address housing and re-housing issues and needs
- Documenting all objective interactions with clients, whether by phone or face to face, on ETO a web based case management software.
- Create a Housing Action plan with clients outlining steps required to ensure client maintains stable housing.

Team Lead/Supervisor

The Mustard Seed - Edmonton, AB

July 2016 to August 2018

- Delegated tasks to other employees.
- Supported clients through emergency and trauma care.
- Complete intensive resource referrals.
- Conducted external stakeholder referrals and transitions.
- Drafted nightly emails and end of day tasking.
- Supported vulnerable populations.
- Directed and advocated for community members.
- Drafted client files and documentation.
- Distributed safe injection materials.
- Assisted in community meals.
- Counselling community members.
- Intervened in high crisis situations.
- Cleaned and maintained site.

Education

Diploma Program in Community Support Work

Robertson College - Edmonton, AB

January 2019 to March 2020

Skills

- Possess the ability to multitask and prioritize, adjust to work role demands and pressures, and maintain a high degree of confidentiality and professionalism in all aspects of the job.
- Accountable and effective team member who works well both individually and collaboratively.
- Strong sense of commitment and willing to take the initiative to expand skills through continued education.
- Enthusiastic, intrinsically motivated individual with superior interpersonal, and communication skills with a sincere desire to learn, have fun, and make a difference.
- Case Management (4 years)
- Leadership (4 years)
- Medication Administration (3 years)
- Crisis Intervention (5 years)
- Social Work (3 years)
- Behavioral Health (4 years)
- Intake Experience (4 years)

- ETO Databases (4 years)
- Individual / Group Counseling (4 years)
- Acute care (3 years)

Languages

- Igbo - Fluent

Certifications and Licenses

Non-Violent Crisis Intervention

November 2019 to Present

- Non-violent Crisis Intervention Training.

High School Diploma

June 2015 to Present

safeTALK - Suicide Intervention

November 2019 to Present

Community Support Work Diploma

March 2020 to Present

Medication Administration

Present

ASIST

December 2021 to Present

- Suicide FIRST AID

Standard First Aid and CPR/AED Level C

November 2021 to November 2024

Additional Information

It is my goal to work with your organization and staff, gaining experience and learning new and valuable skills that will allow me to contribute to the efficiency and success of the workplace.