

**IMMACULATE NAKKAZI**

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## **OBJECTIVE**

To obtain a position as a community support worker.

## **EDUCATION AND PROFESSIONAL DEVELOPMENT TRAININGS**

- Diploma in Social Work and Social Administration, Cavendish University Uganda
- Toronto shelter system Standards
- First Aid and CPR 2023
- Safety Check and Food safety
- Work Health and safety awareness
- Customer Service Standards Training.

## **HIGHLIGHTS OF QUALIFICATIONS**

- Excellent problem solving with the ability to analyse situation accurately and effectively
- Demonstrate confidentiality in handling sensitive client and staff information
- Good understanding of issues related to homeless youth and adult including poverty, substance abuse, discrimination and mental health
- Strong interpersonal skills resulting in exceptional rapport with clients and co-workers
- Familiar with the Toronto shelter standards, Ontario Works Act and Ontario Disability Support Program, Municipal Freedom of Information and Protection of Privacy Act, Residential Tenancies Act and The Mental Health Act, Occupational Health and Safety
- Ability to work flexible and varied hours (weekdays, evenings and weekends) as required
- Possess Working in the Shelter Certificate.
- Extremely organized with strong prioritization skills, detail-oriented and to multitask
- Proficient in Microsoft Office: Word, Excel, PowerPoint and Outlook
- Quick learner with a positive attitude and ability to work well independently and within a team.
- Excellent Team player
- Strong oral and written communication skills

## **CANADIAN WORK EXPERIENCE**

**Shelter relief Worker (October 2023 up to update)**

**Dixon Hall Shelter (multiple locations)**

**Roles and responsibilities**

- Perform initial screening and assess eligibility for admission in the emergency shelter program.
- Ensure client's and staff's safety through regular walk around the facility and regular bed checks.
- Aid when emergencies occur at the Shelter and other critical incidents using problem solving and crisis intervention to de-escalate conflicts.
- Ensure professional customer service skills in establishing and maintaining working relationships with clients, other service providers, fellow staff when addressing service inquiries requests and complaints.
- Document shift occurrence information and other incidents at work in line with internal policies these include incident reports, recording admittance, completion of log and the discharge information in the SMIS.
- Participate in meetings like at the start of the shift so as staff are allocated tasks to execute, and client case plan.
- Admit clients and assist them to integrate in the Shelter program by providing details about the program, rules and policies, fire safety procedures and other programs like housing first.
- Assisted in conflicts management and crisis prevention through de-escalation strategies among clients.
- Assisted in meal delivery and serving such as breakfast, lunch and dinner during the shift.
- Ensured safety of the client through hourly walk arounds and environmental scans during the wellness check.
- Served clients with harm reduction kits such as long kits, shorts kits, crack and methyl kits to users. Monitored the users to ensure that there are no overdoses during the shift.
- Medical reminders: clients who are on daily medications or those who must visit the pharmacist or nurse to receive their medicine were reminded by the staff.

#### **THE AIDs SUPPORT ORGANIZATION UGANDA. (TASO- 2020-2022)**

- Counselling those infected with HIV/AIDs
- Giving out medication to the patients
- Reminding patients when to pick up their medication in case a cycle is done.
- Mobilizing and sensitizing masses on how to avoid AIDs and how to prevent it.
- Advising people to get tested so as to prevent the spread of HIV/AIDs
- Ensuring that patients are not stigmatised.

#### **VOLUNTEERING EXPERIENCE.**

#### **ST THEODORE OF CANTERBURY (DECEMBER 2022-TO DATE)**

- Ushering in church with the different activities such as taking readings, server and greeter
- Maintenance through cleaning around the church and watering the church garden.
- Assisting the elderly and those with mobility issues while attending service.
- Assisting with tech and media through managing the connection to the online attendees.
- Coordinating with other volunteers.

**TORONTO PEOPLE WITH AIDs FOUNDATION.**

- Engaging people with HIV/AIDs with practical support, community Access health and therapeutic care and dreaming and Engagement.
- Connecting people to services that supplement support so as they do not feel stigmatized.
- Volunteering with the food serving in the food bank.
- Keep companionship to other members in the program.
- Helping the disabled when they come around with mobility while in the facility.