**OLUWATOSIN IRABOR**

10735 103 Street Edmonton, AB T5H 2V7

**(825)-966-4505**

**tosyn\_j@yahoo**.com

**OBJECTIVE:** To obtain a rewarding position as a **community disability/ Support worker** and offer selfless services in restoring lives, preventing crime, and strengthening communities, through the organization’s programs and services.

**Highlights of qualification include the following:**

• Five years’ experience working as a support worker and aide in supporting organisation.

• Degree of Science backed by over five years’ experience directly working with individuals who have challenging behaviours and disabilities.

• Passion/Interest in people's care and well-being coupled with experience working with vulnerable adults/elderly with health needs; and desire to see youth succeed in their community.

• Interactive oral and written communication skills.

• Dedicated client service professional with proven interpersonal and problem-solving skills/conflict resolution skills to deal professionally and tactfully with the public.

• Clean security clearance check that includes, the vulnerable persons sector check and children services information record check.

• Experience working in a cross-cultural environment, and an international experience working with diverse people, situations and environments.

• Ability to deal with complex high needs and self-harming behaviours; backed by ability to keep trusting relationships with clients/individuals being supported and cared for.

• Proficiency using on-line systems and Internet Applications.

**RELEVANT PROFESSIONAL EXPERIENCE**

**Community Support Worker** **(Volunteer), Bissell Centre, Edmonton** - June 2024 - Till Date

• Assist clients in accessing community space resources and services.

• Actively listened to client concerns and provided empathetic feedback when appropriate.

• Monitored and supported in activities like cleaning, shower usage, laundry, harm reduction supplies and rendering assistance to members in the community space.

• Collaborated with team members to complete tasks efficiently and maintain positive work environment.

**Support Worker (Residence Saint Raphael, Montreal***)* Jan-2023 – Feb 2024

• Advocated and supported the individuals at psychological/medical appointments.

• Interpreted the individual’s health concerns by being aware of medical history, Individual Care Plan, related assessments and diagnosis.

• Researched, planned, and suggested activities for the individual(s) based on the individual's interests

• Performed a high level of personal care for the individual(s), and ensured dignity, respect, and privacy always.

• Ensured compliance with this company's safety policy, safe work practice and procedures.

• Always ensured confidentiality within and outside of the individuals' homes

• Encouraged and promoted achievement of individual goals and documents.

• Prepared accurate and completed verbal presentation about the specific individuals being supported, and any updates about the individuals.

• Performed administrative duties as required

• Used proactive strategies to improve quality of life for the individuals being support.

• Interacted with individuals being supported and ensured that their goals and care are being attended to.

**Nursing Aide (Prince and Princess Hospital *-* Nigeria*)* 2021 – 2022**

**•** Provided directcare/personal care to developmentally challenged clients, counselling and supervising adolescents.

• Assisted in the maintenance of the client files and day-to-day operations in a department.

• Worked as a team member to provide direct assistance to clients with; ✓ Daily personal care like ✓ Meals ✓ Medication administration ✓ Recreation/Leisure activities ✓ Lifting and transferring using the wheelchair ✓ Safety and well being

• Explained health care services to clients, advocates, and community stakeholders and strived to ensure that they understand rights and responsibilities and are informed of legislation, changes and procedures in the organisation.

• Provided support/ behaviour management to vulnerable adults/seniors and children.

• Consistently provided top-quality service receiving commendations from clients and management

• Related well with all personalities and handled difficult clients with diplomacy.

• Developed a reputation for excellent customer service by; ✓ Greeting clients in a friendly manner and giving them full attention ✓ Taking time to answer a question or referring to someone who can help.

• Developed a successful professional approach to providing top-quality customer service consistently applying these principles; ✓ Create an atmosphere that encourages the clients to freely express complaints ✓ Thoroughly and tactfully research the potential solutions to their problems ✓ Get feedback to be sure the client is, in fact satisfied with the results.

• Supported and assisted clients in scheduling medical appointments, assisted and escorted clients to medical appointments.

• Effectively resolved client complaints regarding food service.

**Support Worker (Urbane Clinic, Nigeria)** 2018 – 2021

• Advocated and supported the individuals at psychological/medical appointments

• Researched, planned, and suggested activities for the individual(s) based on the individual's interests

• Performed a high level of personal care for the individual(s), and ensured dignity, respect, and privacy always

• Ensured compliance with company's safety policy, safe work practice and procedures.

• Encouraged and promoted achievement of individual goals and documents.

• Prepared accurate and completed verbal presentation about the specific individuals being supported, and any updates about the individuals.

• Performed administrative duties as required

• Always ensured confidentiality within and outside of the individuals' homes

• Interacted with individuals being supported and ensured that their goals and care are being attended to.

**EDUCATION**

* **Degree in Agricultural Economics Science,** Olabisi Onabanjo University, 2010

**OTHER COURSES/CERTIFICATES**

• Standard First Aid - Level C CPR + AED

• WHMIS 2024

• Intermediate First aid with Child Care

• Alberta Health and Safety Basics for Child Care Providers

• Alberta Food Safety Basics

• Harm reduction

• Drug poisoning and Naloxone training

• Conflict to calm training

• Police Information Check Alberta

• Child Intervention Record Check Alberta