**PAMELLA NYABOKE**

**15-4405B 37St                                                   Phone: 587-938-1771**

**Stony Plain, AB** **nyabokep@gmail.com**

**T7Z 2N8**

**CAREER PROFILE**

Specialized Assessor with a comprehensive knowledge of Child Youth and family / individual case management, assessments, referrals, service planning, and crisis intervention as defined by Child Youth and Family Enhancement Act, Knowledgeable of Income and Employment Support Act. Experience working with people who have developmental disabilities, mental health issues with dual diagnosis.

**HIGHLIGHTS OF QUALIFICATIONS**

* Over10 years’ experience in Human Services field
* Good customer service, able to work with difficult clientele.
* Excellent Conflict Management skills & Crisis Intervention Skills
* Ability to engage and develop relationships and work collaboratively with others.
* Knowledgeable of Income and Employment Supports Act
* Knowledgeable on the Child, Youth and Family Enhancement Act, Young Offenders Act, Foster Care and Adoptions standards
* Knowledgeable in theories/practice of substance abuse, mental health & addiction
* Excellent interpersonal and communication skills and able to interact with a wide variety of people from different cultures and LGBTQ communities.
* Experience working with people with Dual Diagnosis - individuals with developmental disabilities in addition to mental health needs concurrent Disorders – individuals who have a drug or alcohol dependency, homelessness in addition to mental health difficulties.
* Diligent, detailed-oriented and knowledgeable of all office functions

**STRENGTHS/ACCOMPLISHMENTS**

* Social Work, Toronto
* Diploma Computer Programs, Toronto, ON
* Delegation Training (All Modules), Certificates
* Prevention of Family Violence Certificate
* Suicide Intervention Certificate
* Non-Violence Crisis Intervention Certificate
* First Aid & CPR Certificate
* Mental Health First Aid Canada
* Medication Administration
* Abuse Protocol Certificate
* Domestic Violence Certificate
* Children’s Services Intervention check
* Police clearance

**EMPLOYMENT HISTORY**

**Government of Alberta,**

**Alberta Community and Social Services,**

Specialized Assessor   Sept 2014 – Present

* Demonstrating excellent interviewing skills and well-developed problem solving and interpersonal skills.
* Referring Clients to appropriate programs and supporting clients to deal with addiction issues and Mental Health Issues.
* Assessment of individual needs and provide employability, career, training, financial and support services to clients.
* Determine clients need and determine eligibility for initial benefits through Alberta Works Income Support Programs.
* Deal with crisis intervention and working with community agencies to ensure success at assessing the scope of the crisis, facilitating intervention and referring clients to appropriate community resources and/or developing an action plan.
* Working collaboratively with others in fostering partnerships with Business and Industry to assist them to attract, retain and develop Alberta's workforce, and marketing of Human Service programs and services in the community.
* Working as a self-motivated team member, collaboratively and consistently exercising strong decision-making and communication skills
* Clearly conveying and receiving messages to meet the needs of all. The ability to choose a communication style that is both appropriate and effective for a given situation

**Government of Alberta,**

**Alberta Human Services, Child, Youth & Family Services (Department)**

Assessor, 2009 May- Sept 2014

* Determined the needs and safety of the children, protective factors (strengths) and risk factors (weaknesses) of the home or family environment by gathering, consolidating, and analyzing information.
* Children/Youth who were in need of intervention were identified, Information gathered, and response provided.
* Relationships with community stakeholders were established, enhanced, and maintained.
* determined, through the safety and detailed phases, whether children were safe or in need of intervention services as defined in the Child Youth and Family Enhancement Act
* Ensured services were provided to children and families through case planning and case conferences.
* Established or enhanced existing relationships and partnerships to enable provision of service to children, youth, and families.
* Prepared parents and children for court and prepared all necessary court documents.
* Continually assessed the level of risk, made key decisions and responded in a timely manner.
* Analyzed and recorded conclusions around contributing factors to risk of children or youth, and make recommendations around appropriate interventions every three months, or sooner as required by policy or Intervention Standards
* Advocated for children/families in the community and links to services.

**Supports through Dreaming Rainbow**

Direct Support Worker February 2019-March 2022 (Overnight worker)

* Supported in addressing behavioural issues, Addictions issues.
* Completed documentation as necessary, liaised with on call if there was need.
* Overnight, staff performed administrative and cleaning duties as needed.
* worked closely with Individuals and their families.
* Intervened when clients escalated by redirecting them.
* Supported individuals to learn new life skills.
* Supported and offered guidance to Individuals.
* Administered medications as directed by medical professionals.
* Dealt with concerns and conflict resolution among team members in an appropriate, professional, and constructive manner.
* Completed regular fire drills smoke detector and safety checks of the premises and report findings to appropriate authority.
* Maintained cleanliness of the home and liaised with guardians.

**References & Credentials available upon request**