

# Swabaaha Nassolo

Edmonton, AB T5C 1N7

[nassoloswabaaha@gmail.com](mailto:nassoloswabaaha@gmail.com)

7802571958

Bachelors in development studies graduate with additional certification in Addictions, Mental health awareness and Trauma informed care. community support worker with 3 years experience in community and residential support homes working with individuals with mental health challenges, autism, fetal alcohol spectrum disorder, trauma, developmental disabilities and substance abuse.

Willing to relocate: Anywhere

## Personal Details

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**Highest Level of Education:** Bachelor's Degree

**Total years of experience:** 3

## Work Experience

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### Community Support Worker

Gateway Holistic Care Group-Edmonton, AB

May 2023 to Present

- Assisted clients to establish, develop and achieve their goals and objectives as stated in their Individual Support Plan set up with the clients, the Program management and their Behavioral Therapist.
- Handled escalations with clients by use of the Therapeutic Crisis Intervention techniques of reducing aggressive behavior through ensuring clients are at baseline while monitoring any triggers and settling conditions in the group home/ environment.
- Administered all medication and follow-up with clients to ensure there are no medication errors , all medication rights to clients are followed and adhered to.
- Establish and monitor client's daily interactions and activities to ensure housing and program policies and regulations are followed and observed.
- Observes, documents, reports and follows up on important daily occurrences including changes in client's behavior, incident reports and any other day to day changes.
- Supported physical, emotional and spiritual needs of at-risk adolescent youth.
- Completed and maintained accurate records regarding client's histories, daily progress, escalations requiring incident reporting, hygiene practices, meal plan preparations and services provided.
- Liaised with community resources and facilitated community outreach programs with the clients in care which helped get them to build relationships in the community and learn life skills for their development.
- Scheduled appointments with clients including medical, family visits, friend visits, social and recreational appointments.
- Administered Naloxone and first aid to clients with any overdose incidents and followed proper monitoring including updating the program manager, clients records and daily logs.

## Education

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### Bachelor's in Developmental studies

Kampala university - Kampala

August 2017 to March 2020

## Skills

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- Medication administration
- Case Management
- Crisis Intervention
- Behavioral Therapy
- Developmental Disabilities Experience

## Certifications and Licenses

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**Mental Health Awareness and Support Certification**

**Therapeutic Crisis Intervention certification**

**Medication Administration Certification**

**Naloxone Overdose Certification**

**First Aid Certification**