Kevinah Taaka

7062 Chivers Loop SW

 T6W 4L9

March 20 2025

To:

Hope 4 life Hiring Manager

Edmonton AB.

Greetings hiring team.

## Re: FT -Community Support Worker

I am a fit candidate for the position because I am an experienced frontline service worker with experience serving under-housed people facing chronic homelessness, poverty, and mental health. Over the years, I have formed a deeper understanding of what it means to be a part of a team whose mandate is to respond to the needs of marginalized populations in our community. I work within an anti-oppressive framework with the goal of empowering clients. The framework above has fostered a client-centered service approach through intensive case management including referrals to services. I have performed assessments, advocacy, referral, and case management functions.

Secondly, I am certified in standard first aid level C & basic life support for overdose responders, which is a great asset for the population we serve. Also, I have successfully built networks that have been an excellent resource of engagement while advocating on behalf of our clients in terms of their social determinants of health.

Finally, as an immigrant with poverty-lived experience, I relate to the integration hardships marginalized communities face. Therefore, I stand for social change through advocating for the racialized and marginalized groups facing poverty, chronic homelessness coupled with mental health.

I look forward to further discussing my suitability for the role.

Regards.

Kevinah Taaka

**Kevinah Taaka**

7062 Chivers Loop SW

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437-213-9844

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**KEY COMPETENCIES**

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Anti-oppression, trauma & mental health informed │case management │ harm reduction │ Client

Service-oriented │leadership and organizational skills │Stakeholder management │Facilitation│ Conflict and crisis management │social change advocate │ Overdose first responder

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**EDUCATIONAL BACKGROUND**

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**Bachelor of Social work & social administration**

Makerere University, Kampala Uganda Sept 2005- April 2009

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**CERTIFICATIONS**

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**Personal Support Worker**

UMS Healthcare college Toronto ON, Canada**.** Jan 2024 - Oct 2024

**Shelter Support Worker Certificate**

Alpha Learning Resources Toronto ON, Canada**.**  Sept 2023 – Dec 2023

• Valid standard First aid & CPR Level C

• Valid crisis prevention interventions

• Safety check advanced food safety

• Class 5 Class Driver’s license with access to a vehicle

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**WORK EXPERIENCE**

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COTA (Disability services) Toronto Ontario

Supportive Housing Worker September 2021 – Dec 2024

Duties & responsibilities

* Housing Maintenance: Assisted tenants in maintaining their housing by guiding tasks such as cleaning, organizing, and managing their living space.
* Individualized Support Planning: Engaged in person-centered planning with tenants to identify their unique needs and aspirations. Together, they develop individualized support plans that outline specific goals, strategies, and timelines
* Crisis Intervention and Advocacy: In times of crisis or challenging situations, the Supportive Housing Worker provided immediate support and intervention.
* Medication reminders & other duties assigned.

COSTI immigrant services (Toronto Ontario)

Shelter worker Jan 2018 - September 2021

Duties & responsibilities

* Provided case management services using assessments, information and referral, accompaniment, home visits, and follow-up and advocacy to assist clients to live independently and integrate successfully using anti-oppressive and empowerment-based practices.
* Provided individual, family and group support to clients according to level of needs and language.
* Provided information and referral to a wide array of community agencies, professional services, settlement and social services, etc. across the Greater Toronto Area.
* Liaised and advocated with community agencies in the areas where GAR clients live in order to bridge the services needs of this population.

**Sojourn house shelter**

Shelter worker Jan 2007 – September 2018

Duties & responsibilities

* Provided case management support to stabilize housing for clients.
* Conducted training for new clients.
* Collaboratively identified and coordinated client service needs such as referral to legal, medical, financial assistance, housing, employment, transportation, foodbank, and prenatal services.
* Provided supportive counselling, complaint, and conflict resolution to clients.
* Accurately prepared reports and documents to support resident requests and needs.
* Developed, implemented, and monitored individual case management and crisis plan for each client assigned.
* Accompanied clients to appointments based on their case management plans.
* Attended to client dietary & medical needs.

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