**JORDANA TOMLIN**

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# **PROFESSIONAL SUMMARY**

Community support professional with track record of fostering positive relationships and providing meaningful assistance to individuals in need. Leverages exceptional strengths in critical thinking, sound judgement, communication, education, and leadership while working collaboratively to support patients in achieving optimal health outcomes.

* Patience Relation
* Client safety
* Interpersonal skills
* Critical thinking

# **SKILLS**

* + Substance Abuse Awareness
  + Team collaboration
  + Compassionate
  + Adaptable

# **WORK EXPERIENCE**

## Behavioral Support Worker, 2024

**JOHN HOWARD SOCIETY.**

* Maintained confidentiality regarding sensitive information pertaining both personal matters concerning either individual’s background/identity as well any ongoing developments within their lives overall.
* Assisted clients with daily living tasks, increasing their self-sufficiency and quality of life.
* Provided emotional support to clients, promoting healthy coping mechanisms and fostering resilience.
* Supported families by providing educational resources related to disability issues while also offering guidance on navigating relevant systems or processes efficiently when needed.
* Analyzed assigned day support service programming and implemented changes to maximize program success.

Community Disability Support Worker 2019-2023.

WOODGREEN COMMUNITY SERVICES.

* Offered compassionate care during transitional periods such as housing changes or medical emergencies, providing stability amid uncertainty.
* Established trust-based relationships with clients through empathetic communication and active listening skills.
* Provided emotional support to affected residents and victims and assisted in developing long-term recovery plans and goals.
* Assisted clients in achieving greater independence, fostering a sense of empowerment through guidance and encouragement.
* Developed and maintained strong, supportive relationships with clients to promote mental health and emotional well-being.

Medical Office Assistance, .

**RIDEAU ROCKCLIFFE FAMILY MEDICINE INTERNSHIP**.

* Maintained medical records for residents including disclosures and directives.
* Insured proper billing procedures were followed for Medicaid and Medicare
* Directed visitors to appropriate patient rooms.
* Collected and recorded insurance information for patient files and included that Information in the System for Easy Access.
* Scheduled testing and appointments for patients both in person and over the phone.

Residential Support Worker, .

BIG HEART GROUP HOME.

* Communicated effectively with patients and families to provide information about care and treatment.
* Assisted clients in achieving greater independence, fostering a sense of empowerment through guidance and encouragement.
* Established trust-based relationships with clients through empathetic communication and active listening skills.
* Provided crisis intervention support when needed, deescalating situations while prioritizing the safety of all involved parties.
* Connected clients with appropriate community resources, effectively navigating complex systems on their behalf.
* Improved client self-sufficiency with personalized case management and resource coordination

# **EDUCATION AND CERTIFICATE**

* **Bachelor** **of** **Science**: Marketing Manager.
* **Diploma:** Medical Office Assistance.
* **WHMIS**
* **Suicide Intervention**
* **First Aid and CPR/AED**
* **Medication Administration**
* **Non-violent Crisis Intervention**
* **Aboriginal (Indigenous) Awareness**
* **Principles of Trauma-Informed Approach**