Michael Olufemi

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Over 2 years of experience working with a social service agency in the heart of Edmonton, supporting individuals experiencing homelessness, mental health challenges and substance use disorder.

CERTIFICATIONS AND SHORT-COURSES

▪ Mental Health First Aid	Opening Minds
▪ The Trauma-Informed Care eLearning Series	Alberta Health Services
▪ Intermediate First Aid - Level C CPR and AED	St. John Ambulance
▪ Indigenous Canada	University of Alberta/Coursera

WORK EXPERIENCE

Shelter Intake Worker   **Nov 2022 – May 2025**
Hope Mission
Full-time (Contract)

- Utilized harm reduction principles and person-centred approaches to encourage guests to seek resources and services, supporting their complex life circumstances and goals.
- Provided crisis intervention and de-escalation support, responding quickly to individuals in distress and exploring healthy alternative options.
- Conducted case management, assisting clients with short-term and long-term goals including ID acquisition, mental health support, and housing referrals.
- Screened community members to maintain a safe environment within the shelter.
- Connected clients with referral resources and health services available for vulnerable populations, showing my strong advocacy skills.
- Adhered to FOIP and Health Information Act privacy and confidentiality standards in all client interactions and record-keeping.
- Collected data and maintained accurate records, including detailed incident reports.
- Executed Community Hub responsibilities, including managing guest check-ins/outs and accurately recording client information in the ETO database.
- Assisted with meal programs, prioritizing support for elderly and those with mobility challenges.
- Built positive relationships with the community of clients I served through active listening to support them with any struggles or anxieties they may have.
- Assisted with support services, like engaging clients in housing chats and making referrals to the housing department.

EDUCATION

BSc Agricultural Economics, Federal University of Technology Akure, Nigeria   2017