**Professional Profile:**

* Works well in a focused team environment or independently
* Strong interpersonal and communication skills
* Excellent problem solving/organizational/multi-tasking skills
* Exceptional time management/critical deadlines
* Strong computer skills including data entry, proficient in Microsoft office programs, and using the internet for professional functions

# Education

* **SAIT Polytechnic –** **Calgary, AB - 2011**

Pharmacy Assistant Retail Program Certification

* **Alberta Childcare Staff Certification - 2021**

Level 1 certificate

# Training

- First aid / CPR - Positive behavior supports - Trauma informed care - Suicide awareness training -Medication Assistance - Domestic violence training

- WHIMIS / Food safe course **-** Danger assessment **-** Identification Program

# Experience

**Crisis Intervention Worker at Safe Haven Women’s Shelter - Taber, AB**

**(August 2021 – Present)**

* Provide telephone support, information and referrals to clients accessing the 24/7 crisis help line
* Provide supports to clients with filling out appropriate paperwork for housing, treatment, income support, doctor appointments, counselling appointments, etc..
* Assess client eligibility for admission and complete intakes when appropriate
* Maintain accurate and comprehensive written documentation on each client through income tracker daily
* Complete routine household tasks and supervise children as required
* Run the in shelter AHS ID program to ensure that ID intakes are completed in a timely matter ensuring all clients have access to government issued ID
* Help run the in shelter wellness program by planning and running group activities based around life skills (resume building, self-care, ect.)

**Front Desk and Permanent Supportive Worker at YWCA Lethbridge**

**(March 2021 - September 2021)**

* Maintaining a safe environment for both residents, staff, and community members
* Provided harm reduction supplies, naloxone kits, clothing, food, and hygiene products to clients and community members
* Answered phones, directed calls/questions to the appropriate department, answered emails, balanced till float, sorted incoming and outgoing mail
* Provided supports to clients when needed
* Provided alcohol to appropriate clients on the managed alcohol program daily
* Provided medication assistance to clients daily

**Life Support Worker for Managed Alcohol Program at Family Ties- River House**

**(October 2019 - March 2021)**

* Assisting residents with the care and responsibility of the facility and their belongings
* Teaching and modeling life skills
* Personal hygiene care as well as medication assistance
* Provide guidance and assistance to individuals with complex mental and physical health needs and addictions as they live in a new environment
* Administer MAP cups according to program guidelines
* It is a harm reduction facility that has the housing first philosophy

**Community Support Worker at SASH**

**(June 2016 – March 2021)**

* Acts as a positive role model for clients, providing life skills training and behavior management
* Assists clients with personal hygiene and grooming

**Community Support Worker *Key worker* at SASH**

**(June 2016 – November 2016)**

* Acts as a positive role model for clients, providing life skills training and behavior management
* Assists clients with personal hygiene and grooming.
* Assisted in making appropriate appointments (ie: doctor, psychiatrist, counseling)
* Helps plan activities and outings for clients
* Helps budget money, and grocery shop as well as meal planning for the month

**Educational Assistant at Mike Mountain Horse – Lethbridge, AB**

**(September 2017 - March 2019)**

* Assist students with lessons under direct supervision of classroom Teacher
* Assist special needs students, such as those with mental or physical disabilities, with mobility, communication, and personal hygiene
* Assist all children from the classroom on activities out of the classroom and fieldtrips

**Educational Assistant at Jenny Emery Elementary School – Coaldale, AB**

**(January 2020 - June 2020)**

* Assist students with lessons under direct supervision of classroom Teacher
* Assist special needs students, such as those with mental or physical disabilities, with mobility, communication and personal hygiene
* Assist all children from the classroom on activities out of the classroom and fieldtrips

**Community Support Worker at Quest Support Services – Lethbridge, AB**

**(February 2015 – 2018)**

* Assist clients in their physical, social, emotional, and daily life skills development.
* Accompanies and/or transports clients to activities such as appointments, shopping or leisure activities.
* Locating and participating in meaningful community and volunteer placements, recreation/leisure and life skills activities.

**Community Support Worker at Taber Special Needs – Taber, AB**

**(March 2014 – September 2015)**

* Hygiene routine
* Assisting individuals to reach personalized goals including community inclusion
* Adhered to behavior programming

**References:**



* **Jennifer Ross**

 **Co-worker at River House**

 **(403) 892-1372**

* **Melissa Roberts**

**Associate Director (Quest)**

(403) 331-1865

* **Geoff Rhodenizer**

**Team Leader at Quest Support Services**

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