

Professional Summary

With 8 years of experience in the nonprofit sector, I have held various positions in the social service sector. I have excelled in various roles in emergency shelters, supported accommodations and harm reduction. I am committed to meeting goals and solving problems through attention to detail and organization. Having completed Design Lab's UX Academy, I am now looking to transition into a career in UX and UI design.

Key Skills

Communication • Problem Solving • Figma
Visual Design • User Research • Prototyping
Information Architecture

Education and Training

UX Academy Design Lab	August 2023
UX Foundations Design Lab	June 2022
Bachelor of Social Work Toronto Metropolitan University Toronto, Canada	June 2017

Professional Experience

Overnight Shelter Worker | Inn From the Cold . July 2023- November 2023

- Supporting clients accessing emergency shelter through meal service, conflict resolution and connecting people to resources.
- Ensuring health and safety regulations are followed and reports are filed appropriately.

Health Promotion Harm Reduction Worker | Fred Victor OnPoint SCS April 2022- June 2023

- Worked in a high traffic supervised consumption site supporting a diverse community through harm reduction practices and overdose response.
- Responsible for ensuring client safety through overdose response and prevention, conflict resolution and crisis intervention.
- Responsible for administrative duties such as daily reporting, incident reports and appropriately recording referrals for statistical recording.

Intake Worker | Maxwell Meighen Centre | Toronto, Canada Nov 2021- April 2022

- Worked in a 236 bed men's shelter, responsible for the intake of new guests, building checks and ensuring COVID-19 guidelines.
- Documented shift incidents in daily shift change, and ensured SMIS (shelter management database) was updated and accurate.

Senior Support Worker | Single Homeless Project | London UK Apr 2021- Oct 2021

- Responsible for overseeing and keyworking two supported accommodations with a diverse client group of low to high support needs.
- Developed specific support and move on plans for each resident to ensure support needs are met and appropriate permanent accommodation is found.
- Responsible for doing health and safety checks throughout both accommodations and reporting accurately and in detail.

Lead Support Worker | Single Homeless Project | London UK Jun 2020 - Mar 2021

- Worked with 14 high needs clients in a temporary accommodation setting commissioned by the local authority.
- Responsible for co-ordinating with health care professionals, social services and other external professionals to ensure client support needs are met.

Support Worker | Glass Door Homeless Charity | London UK Nov 2019- Apr 2020

- Worked with both Glass Door staff and volunteers to ensure guests were supported and safe in the overnight shelter, through serving hot meals and providing sleeping arrangements for the night.
- Addressed guests' concerns in a professional manner, and resolved conflicts with a positive attitude.
- Ensured the overall safety and wellbeing of guests throughout the nights staying at the shelter.

Respite Shift Supervisor | St. Felix Centre | Toronto, Canada Sept 2016- Aug 2019

- Direct supervisor for 8 support staff and 100 guests accessing the respite
- Responsibilities include appropriate reporting to the City of Toronto, ensuring safety checks are done throughout the building, as well as working with staff to maintain overall cleanliness.
- Responsible for responding to mental health crisis', opioid overdoses and administering appropriate first aid when needed.
- Responsible for accurately reporting client and respite information to the city of Toronto as well as detailed incident reporting.
- Responsible for maintaining safety of both support staff and guests through de-escalating conflicts, crisis intervention and working with guests to meet their physical and emotional needs.

Support Worker | Egale Youth OUTreach | Toronto, Canada May 2017- March 2019

- Had two roles as Drop In Support Worker in a Drop in Centre and as a Day Treatment Classroom Support Worker in a High School.
- Supported youth in a drop in setting, including, peer support, advocacy, and conflict
- Co-facilitated a Dialectical Behaviour Therapy Skills group with a clinical counsellor, supporting youth in addressing their mental health goals through providing tools and skills for a diverse group of
- Worked as a support worker in a day treatment classroom for high school
- Responsible for assisting students with various mental health needs achieve both their academic and personal goals throughout the school year.
- Planned and facilitated daily treatment period aimed at therapeutically supporting students' needs and goals.