

RESUMES

SOCIAL & COMMUNITY SERVICES

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Humber College Career Services

NORTH CAMPUS: Learning Resource Commons, First Floor, 416.675.6622 ext. 5030

LAKESHORE CAMPUS: Student Welcome and Resource Centre, First Floor, WEL105, 416.675.6622 ext. 5028

www.careers.humber.ca | facebook.com/careercentrehumber | twitter.com/humbercareer

CHILD AND YOUTH WORKER 1

55 Highland Road South, Mississauga, Ontario L4X 2W2

(905) 555-5555 | childandyouth1@email.com

Linkedin.com/in/childandyouthworker

PROFILE

- Highly motivated and dedicated individual that strives to make a positive contribution to the community; able to deal courteously and professionally with the general public
- Excellent personal motivation with a proven ability to build and work collaboratively in a strong team environment and independently
- Focused, versatile, positive, and experience in adapting effectively to challenging and emergency situations
- Well developed skills in prioritizing, organization, decision making, time management, and verbal/written communication skills
- Strong interpersonal skills resulting in exceptional rapport with people
- Qualified in Industrial First-Aid Level II application and care
- Excellent analytical skills with the ability to analyze situations accurately and effectively
- Strong computer skills in Microsoft Word and SPSS for Windows

EDUCATION

Child and Youth Worker Advanced Diploma

Sept 2014 – May 2016

Humber Institute of Technology and Advanced Learning, Toronto, ON

General Arts and Science

Apr 2014

Humber Institute of Technology and Advanced Learning, Toronto, ON

EMPLOYMENT EXPERIENCE

Emergency Supply Teacher

Jun 2014 - Present

Peel District School Board, Brampton, ON

- Provide assistance on a short notice, teaching classes as per teachers' instructions
- Implement and mark course materials as per lesson plan
- Effectively manage classrooms and student behaviour

Assistant to the Facilitator

Oct 2013 – May 2014

Family Life, Toronto, ON

- Facilitated weekly and bi-weekly meetings with families to discuss life skill needs
- Supported and linked families with appropriate groups for further assistance
- Documented critical information for Facilitating Manager for review
- Organized and planned activities to identify critical issues of families
- Assisted in developing crisis plans

Counselor **Sept 2013 – May 2014**

Young Offenders, Toronto, ON

- Coordinated and facilitated life skills classes and performed counselling duties
- Identified and collected confidential information for report to Ministry
- Assisted in intake, behaviour reports, daily progress notes, and temporary releases
- Organized and linked young offenders with substance abuse, recreational, parenting and health programs

Assistant **Jun 2011 – Aug 2011**

York School Board, Richmond Hill, ON

- Supervised and supported children with social, emotional and behavioural issues
- Facilitated life skills programs
- Assisted in processing documentation and linking clients with appropriate personnel
- Dialogued and monitored progression with families

Counselor **Jun 2010 – Aug 2010**

York School Board, Richmond Hill, ON

- Supported children with behaviour issues using life skills program

One-on-One Support Worker **Jan 2009 – Apr 2009**

Support Life, Toronto, ON

- Exclusively supported a primary age child with P.D.D. to integrate into larger groups
- Provided child with proper social and interaction skills as part of treatment

SPECIAL CERTIFICATES/AWARDS

St. John's Ambulance Certificate for Standard First Aid and Heart Saver **Jun 2014****Managing Aggressive Behaviour Training Certificate** **June 2013****Crisis Prevention Institute Certification** **Apr 2013****Humber Institute of Technology and Advanced Learning President's Letter**
(Highest Academic Performance)

REFERENCES AVAILABLE UPON REQUEST

CHILD AND YOUTH WORKER 2

55 Bedrock Road, Toronto, ON L5Z 2X7
(416) 555-5555 | childandyouthworker@email.com
Linkedin.com/in/childandyouthworker

HIGHLIGHTS OF QUALIFICATIONS

- Committed to enriching the lives of youth/children with emotional/behavioral issues
- Genuine concern for and sensitivity to clients
- Accumulated leadership skills through the development, implementation, and management of support programs for a wide variety of clients
- Experience in providing individual attention to students in primary and intermediate classes
- Trained to conduct psychosocial evaluations and in-depth interviews with children
- Thorough familiarity with community resources
- Demonstrated experience working with children with mental health issues
- Excellent facilitation and group therapy skills

EDUCATION

Child and Youth Worker Advanced Diploma

April 2015

Humber Institute of Technology and Advanced Learning, Toronto, ON

PROFESSIONAL EXPERIENCE

Family Support Student (Field Placement)

Sept – Dec 2014

York Board of Education, Richmond Hill, ON

- Developed and implemented curriculum with parents to assist in strengthening child management skills
- Enhanced family functioning to prevent or delay admission to C.A.S care
- Maintained daily reports on family assessments

Child and Youth Worker (Field Placement)

Jan – Apr 2014

Young School, Toronto, ON

- Taught and worked with six autistic and developmentally challenged children to promote basic life skills
- Organized extra-curricular activities that promoted a safe and fun learning environment
- Utilized problem-solving skills to resolve conflicts and disputes between children
- Participated in team meetings and attended conferences to update and enhance current knowledge

Youth Mentor (Part Time)

Dec 2010 – Mar 2011

Children's Services, Toronto, ON

- Researched and attended workshops based on various crime prevention topics
- Acted as role model for youth aged fourteen—responsible for his welfare, safety, and overall well-being

Assistant (Part Time)

May – Aug 2013

Social Development, Toronto, ON

- Developed an anti-oppression perspective to counseling women and children in transitional crisis
- Offered culturally sensitive support and education to racially diverse clientele
- Displayed leadership qualities and connected well with diverse individuals of all ages
- Applied problem-solving techniques in residential setting offering non-judgmental support
- Researched and shared available programs and services available to support and treat the abused client
- Facilitated child management programs and provided on-going support

Assistant (Part Time)

May – Nov 2010

Delaware Development, Toronto, ON

- Utilized a behavioural approach to counseling Young Offenders in an open-custody treatment facility
- Assisted clients with educational needs by implementing different levels of educational material
- Demonstrated excellent documentation and communication skills by maintaining daily logs and reports
- Offered on-going support to clients, gearing them towards long-term goals by promoting positive change

VOLUNTEER EXPERIENCE

Admin Assistant

Jan – Aug 2010

York School Board, Richmond Hill, ON

Co-leader of life skills program and before school program

- Demonstrated intervention techniques with children of different age and development
- Academic work with child with fetal alcohol syndrome

CERTIFICATION/ TRAINING

- | | |
|---|----------|
| • Standard First Aid | Aug 2014 |
| • Two-Rescuer/Infant/Child CPR Certificate | Aug 2014 |
| • Updated St John Ambulance CPR Certificate | Aug 2014 |
| • Basic training in CSPPS | Jun 2014 |
| • Crisis Prevention Intervention Training | Jun 2014 |

REFERENCES AVAILABLE UPON REQUEST

CHILD AND YOUTH WORKER 3

55 Hazel Street, Toronto, Ontario M9V 3Y1

416-555-5555 | cyw@humbermail.ca

Linkedin.com/in/cyw

PROFILE

- Experience in identifying and evaluating clients on-site and in client home
- Consults with appropriate specialists on specific problems and implement treatment plans
- Active participant in meetings and consultations and facilitator of workshops
- Coordinate referrals with outside agencies
- Complete family assessments
- Provide crisis intervention when required
- Accurate report writing

EDUCATION

Child and Youth Worker Advanced Diploma

Apr 2015

Humber Institute of Technology & Advanced Learning, Toronto, ON

WORK EXPERIENCE

Intensive Child and Family Services Worker

May 2014 - Present

James Snow Development, Toronto, ON

- Conducts home visits which include child management and intervention
- Assist clients with resource management
- Participates in team meetings and consultations with Psychiatrist

Front Line Worker

Sept - Dec 2013

Smithson Development, Toronto, ON

- Provided telephone referrals and maintained accurate intake and discharge reports
- Assisted residents with day to day life skills
- Facilitated four workshops to create awareness in different areas of life
- Took initiative to create a volunteer binder for the shelter
- Conducted room searches and enforced consequences when rules were not followed by residents
- Implemented weekly follow up plans with residents

CERTIFICATIONS

- Certification in CPR and First Aid May 2014
- Youth Employment Service (YES), Youth Series Facilitating Training Jun 2014
- Nonviolent Crisis Intervention Training Jun 2014
- Practical and Technical Gymnastics Coaching Certificate Jul 2013

REFERENCES AVAILABLE UPON REQUEST

DEVELOPMENTAL SERVICES WORKER

123 Any Street, Toronto, ON M9V 3Y1
(416) 555-5555 | developmentalservicesworker@humbermail.ca
Linkedin.com/in/developmentalservicesworker

HIGHLIGHTS OF QUALIFICATIONS

- Experienced with developmentally disabled individuals
- Able to provide professional and competent care and support in order to facilitate growth and empowerment
- Proven flexibility; able to handle constant change and interruptions
- Excellent communication, problem solving and leadership qualities as evidenced through work with clients of various abilities
- A high level of professionalism and the ability to interact effectively with people of different cultural and ethnic backgrounds
- Ability to work under pressure and handle multiple tasks
- Equally effective as an individual or as a member of a team
- CPI (Non Violent Crisis Prevention Intervention Certificate)
- Advanced Standard First Aid and CPR Certificates

EDUCATION

Developmental Services Worker Diploma

May 2015

Humber Institute of Technology and Advanced Learning, Toronto, ON.

RELATED EXPERIENCE

Independent Support Worker

Apr 2015 – Present

Private Home

- Provides a safe and nurturing environment for a developmental disabled woman
- Coordinates doctor appointments
- Develops and implements activities to encourage basic life skills

Respite Care (Field Placement)

Spring 2013/2014/2015

Community Living, Toronto, ON

- Cared for Cerebral Palsy, autistic, hydrocephalic and intellectually disabled children
- Assisted children with different activities; games, printing skills, dramatic plays, and sand/water play
- Worked on modified or alternative curriculum material in an integrated classroom
- Assisted adult individuals who have severe to mild mental disorders with medication support, life skills training, community interaction and integration

Community Support Worker (Field Placement)

Sept – Dec 2014

Broadview School, Toronto, ON

- Developed and implemented modified curriculum in collaboration with primary teachers to effectively teach numeracy and literacy skills to developmentally disabled children

REFERENCES AVAILABLE UPON REQUEST

DEVELOPMENTAL SERVICES WORKER 2

28 Windmill Road, Toronto, ON M9K 6K6

(416) 555-5555 | dsw@humbermail.ca

Linkedin.com/in/developmentalservicesworker

HIGHLIGHTS OF QUALIFICATIONS

- Dependable; can be relied upon to get the job done effectively
- Committed to profession as a Developmental Social Worker and act as a mentor to those with disabilities
- Motivated to learn and grow for life
- Follow instructions with great ease
- Excellent interpersonal and communication skills
- Respectful, courteous and helpful to others; get along well with others
- Well organized with the ability to multitask
- Experience using Windows XP and Microsoft Office Suites

EDUCATION

Humber Institute of Technology and Advanced Learning, Toronto, ON

May 2015

FIELD PLACEMENT EXPERIENCE

May 2015

- Assisted the clients in their daily activities on and off site
- Assisted new clients to get acquainted with each other
- Updated the clients' daily progress reports

Dec 2014

Toronto School for Children, Toronto, ON

- Worked with Students ages 14-20 with various types of developmental disabilities
- Set out daily educational activities and encouraged students to set goals
- Implemented challenging tasks for the students to follow to further develop their life skills capabilities
- Maintained a full community integration

Sept 2014

Peel Board, Brampton, ON

- Worked with adults ages 20-45, who have various types of developmental disabilities
- Created educational activities including arts and crafts, picture symbols, and a counting system using shapes to initiate client involvement
- Encouraged positive communication, individuality, awareness and independence

Teaching Assistant**Sept 2013**

James Snow Academy, Toronto, ON

- Worked with students ages 13-18, who have a mild to moderate disability
- Taught basic mathematics and language skills
- Utilized educational games that promoted memory and attention skills
- Kept the flow of communication open in order to create individuality and awareness
- Encouraged the importance of self-esteem and self-confidence

OTHER TRAINING

- CPR Certificate **Apr 2015**
- First Aid Certificate **Apr 2015**
- CPI Certificate **Apr 2014**

EMPLOYMENT HISTORY

2012- 2013

The Bay, Toronto, ON

- Kept updated records of all credit invoices received on a daily basis
- Evaluated all outgoing transactions to ensure accuracy and surety
- Collaborated with the customers daily in order to maintain a good customer relationship

REFERENCES AVAILABLE UPON REQUEST

Police Foundations

55 Sugarjones Boulevard, Toronto, ON M9N 1J8

(416) 555-5555 | policefoundations@mail.com

[Linkedin.com/in/policefoundations](https://www.linkedin.com/in/policefoundations)

SKILLS AND QUALIFICATIONS

- Proven leadership ability in resolving problems and calming tense situations
- Demonstrated flexibility - able to handle constant change and interruptions
- Theoretical and practical training in security policies and procedures
- Enjoy working with a diverse community and serving the public
- Excellent physical and mental health
- Current CPR and First Aid Certificates
- Excellent verbal and written communication skills
- Ability to multitask and meet numerous deadlines in a timely manner
- Proficient in computers utilizing Windows XP, Microsoft Office including Word, Excel, PowerPoint
- Ability to identify and analyze problems and make sound judgments
- Strong Knowledge of the general law enforcement methods and techniques
- Outstanding Knowledge of applicable criminal and civil laws
- Proficient with equipment such as computers, cameras, and radar units
- Ability to prepare police investigative reports, daily activity logs and traffic citations

EDUCATION

Police Foundations Diploma

2015

Humber Institute of Technology and Advanced Learning, Toronto, ON

EMPLOYMENT EXPERIENCE

Security Guard (Part Time)

2013 - 2014

The Bay, Toronto, ON

- Patrolled premises during day and night shifts
- Secured entrances and exits and ensured visitor log sheet completion
- Exercised theft prevention skills
- Provided excellent customer relation skills to employees and customers

Administrative Support

2013

Peel Board, Brampton, ON

- Performed general administrative duties including typing letters, photocopying documents and answering telephones
- Filed and sorted documents with accuracy and speed
- Handled public inquiries

Sales Associate

2011 - 2012

Thomas Cooke, Toronto, ON

- Provided excellent customer service and product knowledge
- Trained on theft and loss prevention techniques
- Handled cash and credit transactions

REFERENCES AVAILABLE UPON REQUEST

Police Foundations

10 Holly Oak Road, Toronto, ON, M6S 4H3
416-555-5581 | policefoundations@mail.com | linkedin.com/in/policefound

PERSONAL PROFILE

- Over 3 years experience providing exceptional customer service for client retention
- Handles inquiries and solve customer problems in a timely and confidential manner
- High volume customer service experience
- Bilingual – fluent in English and French languages
- Proficient in Microsoft Word, Excel, PowerPoint, Super HR, Internet Browsers
- Ability to work in a fast paced environment and under pressure

RELEVANT SKILLS

- Experience in law and security
- Trained new employees on organizational policies and regulations, and health and safety
- Demonstrated leadership abilities through the training and mentoring of new employees
- Theoretical and practical experience in retail loss prevention
- Understanding of investigation strategies
- Familiar with all aspects of high-rise security
- Strong ability to work with all levels of personnel in potentially stressful situations

EDUCATION

Police Foundations Diploma

May 2015

Humber Institute of Technology and Advanced Learning, Toronto, ON

EMPLOYMENT EXPERIENCE

Law and Security (Shift Work)

2014 - Present

Star Security, Etobicoke, ON

- Providing strong leadership qualities to new employees
- Outgoing and friendly to residents
- Maintaining a safe environment by scouting all entrances to building several times a night

Bartender

2011 - 2013

Dolce Café, Mississauga, ON

- Provided exceptional customer service in a fast paced environment
- Maintained a tidy and safe work area

REFERENCES AVAILABLE UPON REQUEST

SOCIAL SERVICES WORKER

1915 Martin Grove Road, Etobicoke, ON M9V 3T2

416) 555-5555 | socialservicesworker@email.com

linkedin.com/in/socialservicesworker

PROFILE

Counseling and Interviewing

- Strong commitment to cross-cultural values and multilingual (English, German, Arab)
- Compassionate, professional approach and commitment to service oriented work
- Interviewed immigrant job seekers enrolling in a pre-employment program
- Performed initial intake assessment and recruitment of program participants
- Assisted clients in career development and settlement issues
- Provided on-going vocational counseling support for program participants
- Referred clients to appropriate in-house and community services
- Developed career action plan and job search activity schedule in collaboration with client
- Facilitated small group workshops on job search techniques

Administrative

- Demonstrated experience in providing excellent administrative and customer service to clients and staff
- Demonstrated proficiency in program development, writing proposals and reports
- Informed clients about additional resources
- Prepared and implemented follow-up activities for clients
- Maintained client information and files

Report Writing

- Wrote confidential intake summary reports on client files
- Prepared Case Management and Career Action Plans for distribution
- Advised new in-house personnel on various policies and issues
- Prepared various Project Reports for consulting firms

Computer Skills

- Exceptional research skills through Internet use
- Computer literate: Microsoft Word, Corel Word Perfect, Spreadsheets: Microsoft Excel, Corel Quattro, Data Processing: Microsoft Access, Corel Quattro
- Proficient in Adaptive Technology - Zoom Text Xtra, Scanner
- Worked in MIS system of IFDC, CNIB, JobStart, etc

EDUCATION

Social Service Workers' Diploma (Honours)

Humber Institute of Technology and Advanced Learning, Toronto, ON.

May 2015

FIELD PLACEMENT EXPERIENCE

Social Recreation Program Worker**Sept. 2014 – Feb 2015**

Canadian Diabetes Association, Toronto, ON

- Provided one on one support to individuals sixteen and older who have a serious mental illness
- Co-facilitated a Support for Supporters group, for individuals supporting family members having a mental health diagnosis of depression or bi-polar depression
- Supported fundraising initiatives
- Completed intake documentation accurately and in a timely manner
- Assisted members with member program evaluations
- Initiated and led group outings for members to establish trusting relationships
- Participated and contributed to staff and team meetings

Support**Sept - Dec 2013**

The Stone Work, Toronto, ON

- Supported and worked with abused children and mothers in crisis
- Developed and implemented social activities for children
- Co-facilitated and facilitated parenting groups for mothers
- Completed intake and discharge documents and logged daily information accurately
- Provided one on one support for mothers and women who were abused
- Participated in shift change meetings and staff meetings

EMPLOYMENT HISTORY

Vocational Counselor (Part Time)**Jul 2014 - Present**

JobStart, Toronto, ON

Assistant Intake Seniors' Worker (Placement Student)**Apr - Oct 2014**

Canadian National Institute for the Blind, Toronto, ON

Office Assistant (Part Time)**Jul 2012 - Oct 2013**

York Board, North York, ON

Key Holder/Sales Clerk**May 2012 - Aug 2013**

James Show Store, Toronto, ON

VOLUNTEER WORK

Co-op Student**Sept 2013**

York School Board, Toronto, ON

- Worked one-on-one with special needs individuals
- Facilitated classroom discussions on basic life skills with community members

REFERENCES AVAILABLE UPON REQUEST