

# WADE WILSON

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## PROFILE

Empathetic, people-focused Community Service Worker Student with a strong understanding of social justice and human rights issues including criminalization, poverty, affordable housing scarcity, food insecurity, addiction, mental health, and immigration. Demonstrates strong critical analysis, group facilitation, and conflict mediation skills to support work with individuals and communities using an anti-oppressive, trauma-informed practice.

## SUMMARY OF QUALIFICATIONS

- Plan, develop, deliver and evaluate community programs for vulnerable populations
- Conduct comprehensive client assessments to develop personalized support plans
- Manage a caseload of clients, providing culturally sensitive services to diverse populations
- Implement crisis intervention techniques to de-escalate potentially volatile situations
- Facilitate group sessions and educational workshops to foster growth and connection
- Communicate with respect and professionalism with clients, colleagues, and stakeholders
- Build and maintain partnerships with community organizations to enhance service delivery
- Proficient in Microsoft Office (Word, Excel, PowerPoint) for case notes and data entry

## EDUCATION

## Community and Justice Services Diploma Algonquin College, Ottawa, Ontario

September 2024 – Present

- GPA: 3.75/4.00, Dean's Honour List

## High School Diploma

Graduated June 2024

## RELATED EXPERIENCE

## Child Protection Placement Children's Aid Society of Ottawa, Ottawa, Ontario

October 2024 – December 2024

- Supported the development of a case plan for two children in care to address their individual housing, education, family and social goals
- Reviewed legal documentation and testimony for upcoming court cases, ensuring compliance with legal and regulatory requirements for child protection
- Provided support and resources to children to support stability and well-being
- Participated in multi-disciplinary team meetings to coordinate services with other social workers, educators, and health-care providers
- Completed accurate records of case activities, maintaining confidentiality of client data

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Interviewing and Counselling Skills - Role Playing Assignment  
Algonquin College, Ottawa, Ontario

October 2024

- Performed active listening skills including rapport building, non-judgmental listening, expressing empathy, paraphrasing, summarizing, and asking questions
- Recognized and responded to nonverbal and verbal behaviours to understand client needs
- Applied anti-racist and anti-oppressive counselling skills to validate experiences of oppression, normalize reaction to oppression, and challenge microaggressions
- Demonstrated warmth, authenticity and transparency to build rapport with client
- Explained client rights and the parameters of confidentiality in a client-worker relationship

Camp Counselor  
YMCA, Ottawa, Ontario

July – August 2024

- Facilitated the delivery of recreational programs and outdoor activities for 30+ children and youth aged 5-16 to support confidence and relationship building
- Collaborated in a team of 6 camp counsellors to supervise campers and ensure their safety, well-being, and security at all times
- Offered support and motivation to campers to help with personal and social development
- Handled emergencies by following camp protocols, administering first aid as required

## OTHER EXPERIENCE

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Customer Service Representative  
Staples, Ottawa, Ontario

February 2022 – Present

- Greet and connect with customers, sharing knowledge and offering solutions to help them meet their working and learning goals
- Suggest value-add sales and services to enhance customer experience
- Process customer transactions with accuracy while following all loss prevention measures
- Manages time effectively to service a high volume of customers while managing daily tasks

## CERTIFICATIONS & TRAINING

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Mental Health First Aid Training  
Mental Health Commission of Canada, Ottawa, Ontario

November 2024

Nonviolent Crisis Intervention Training  
Algonquin College, Ottawa, Ontario

October 2024

Standard First Aid & CPR, Level C  
St. John Ambulance, Ottawa, Ontario

August 2024