

HARLEY QUINN

quin0023@algonquinlive.com | 123-456-7890 | linkedin.com/in/harleyquinn

PROFILE

Positive, client-focused Human Services Foundations student, trained to support the varying needs of diverse individuals, families and communities with a focus on safety and inclusion. Background in community involvement, providing accessible programs and services to help people improve their lives and build self-sufficiency.

SUMMARY OF QUALIFICATIONS

- Knowledge of issues impacting vulnerable populations including homelessness, addiction, mental health, poverty and disability
- Strong interpersonal skills to build relationships with clients, community partners and members of the interdisciplinary team
- Effectively lead and facilitate programming and activities for groups of people
- Communicate clearly through log notes, reports and presentations
- Familiar with the Residential Tenancies Act and Mental Health Act
- Excel in time management, organizing and prioritizing tasks to meet tight deadlines
- Skilled in researching strategies, resources and services to meet client needs
- Trained in de-escalation techniques to handle complaints, conflict or crisis situations
- Able to administer and analyze needs assessments to support case planning

EDUCATION

Human Services Foundations Certificate
Algonquin College

Sept. 2022-Present

Ontario Secondary School Diploma
Nepean High School

Jun. 2022

RELATED EXPERIENCE

Community Meal Server
The Ottawa Mission

Feb 2021-Present

- Serve hot meals to vulnerable community members, ensuring access to nutritious food
- Greet and interact with community guests to offer a friendly, inclusive environment
- Sort donations and prepare packages of groceries and toiletries for distribution
- Manage time effectively to serve a high volume of guests during peak meal time hours

Service Delivery Model Assignment
Algonquin College

Oct. 2022-Nov. 2022

- Researched delivery models of local human services to identify gaps in the community
- Compared the effectiveness of different methods and tools used for service delivery
- Identified gaps existing in service delivery for different homeless populations
- Constructed a step-by-step model for seamless delivery of a human services program

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Program Funding Proposal

Sept. 2022-Oct. 2022

Algonquin College

- Conducted research to identify various sources of funding for human services
- Completed documentation accurately for 3 funding sources to meet budget requirements
- Developed a budget proposal to reflect approved funding and service delivery needs
- Delivered a class presentation, addressing questions and concerns regarding proposal

Programming Support

Jun. 2019-Jan. 2021

Chartwell Stillwater Creek Retirement Residence

- Facilitated art program for 25+ residents to improve physical, social and emotional health
- Developed rapport with residents and family members through meaningful interactions
- Planned and marketed programming through posters and event calendar updates
- Assisted with special events and games nights to ensure logistical efficiency

OTHER EXPERIENCE

Sales Associate

Jan. 2020-Present

Reitman's

- Ensure customer satisfaction by providing prompt, accessible and friendly service
- Successfully multitask while replenishing stock and serving customers simultaneously
- Educate customers on new products and sales promotions to increase monthly profits
- Collaborate effectively with team members to ensure store organization and cleanliness

Server

Jul. 2018-Dec. 2019

Boston Pizza

- Handled customer complaints with patience and empathy resulting in repeat customers
- Increased check averages through suggestive selling of appetizers and specialty items
- Trained new staff by providing coaching on menu items and company policies
- Operated point of sale systems, ensuring billing was processed accurately

CERTIFICATIONS & TRAINING

Mental Health First Aid

Sept. 2022

Mental Health Commission of Canada

Nonviolent Crisis Intervention Training

Aug. 2022

Crisis Prevention Institute

Criminal Record Check

Jun. 2022

Ottawa Police Services

Standard First Aid & CPR Level C

Dec. 2021

St. John Ambulance