

AUDREY JOSPEH

1385 Woodroffe Avenue, Ottawa, ON, K2G 1V8 | 613-727-4723 | audreyjoseph@gmail.com

PROFILE

Respectful and empathetic **Developmental Services Worker** with practical training, advanced skills and field experience providing specialized support to clients with developmental disabilities of all ages. Critical thinker with strong problem solving skills enhanced by three years of experience in the customer service industry. Demonstrated ability to work as part of an interdisciplinary team and communicate effectively with clients and their families in a professional and personable manner.

SUMMARY OF QUALIFICATIONS

- Thorough understanding of developmental disabilities and the required specialized care
- Competent in providing a full range of basic care such as lifting, transferring, meal assistance and hygiene
- Highly respectful of clients' privacy and confidentiality in all interactions
- Knowledgeable of safety regulations, including safe administration of medication
- Ability to use a variety of communication techniques such as non-vocal communication, Picture Exchange Communications systems and technical devices to understand and convey clients' needs
- Strong familiarity with learning and behaviour support as well as common intervention strategies
- Experience with completing daily logs and incident reports accurately and succinctly
- Proficient in using Microsoft Office including Word, Excel and Power Point
- Possesses a clear Vulnerable Sector Check and Non-Violent Crisis Intervention Training
- Languages: Basic French and American Sign Language

EDUCATION

Development Services Worker Diploma Program

Sept 2015 – Present

Algonquin College, Ottawa, ON

- Dean's Honours List, GPA 3.7/4.0
- Expected graduation date: Apr 2017

Ontario Secondary School Diploma

June 2014

St. Marks High School, Ottawa, ON

RELATED EXPERIENCE

Residential Support Worker, Field Placement

Jan – Apr 2017

Main Street Community Services, Ottawa, ON

- Provided daily living care in a safe and respectful manner to eight patients with varying needs
- Assisted with hygiene, feeding, medication administration, transferring and lifting
- Kept the residential facility cleaned and organized; assisted with laundry and personal care items for clients
- Participated in developing recreational and social programming
- Supervised a variety of activities, including field trips, and ensured inclusive participation of all 25 residents
- Completed daily records and all assigned duties within the allocated time limit

Patient Sitter

Nov 2016 – Jan 2017

Comfort Keepers, Ottawa, ON

- Interacted with patients in a positive manner to offer companionship through talking and reading
- Provided direct observation of patients as directed by the nursing plan of care
- Assisted nursing staff to create, maintain and provide a safe environment for patients
- Reported on changes in the condition of patients to the appropriate supervisor and staff members

OTHER WORK EXPERIENCE

Cashier June 2015 – Present

Farm Boy, Ottawa, ON

- Provide prompt and friendly service and answer customer questions in a fast paced environment
- Process cash, debit and credit transactions accurately and efficiently
- Resolve customers' issues in a professional manner by remaining calm and identifying solutions
- Inform customers of ongoing specials; demonstrate product and store knowledge

Grocery Clerk July 2013 – May 2015

Independent Grocer, Ottawa, ON

- Lifted 30kg boxes full of groceries and organized in appropriate storage areas
- Arranged pallets of glass bottles and wrapped them before moving them with an industrial elevator
- Faced rows of store products before every closure to maintain store appearance
- Used the paper baler every two days to increase space in the storage area
- Assisted the cashiers to locate or price check products in the store
- Bagged and packed for customers and escorted them to their vehicle for further assistance
- Answered customers questions and helped them to locate products within the store

VOLUNTEER EXPERIENCE

Food Bank Volunteer Sept 2014 – Oct 2015

Ottawa Food Bank, Ottawa, ON

- Distributed food items to individuals accessing the food support program
- Prepared the storage room which included sorting and stacking items in an orderly manner on the shelves
- Ensured product quality through proper sorting
- Unloaded donated items from vehicle while using correct body mechanics when lifting
- Maintained confidentiality when interacting with all individuals

CERTIFICATIONS & TRAINING

American Sign Language Course Sept 2015 – Present

Algonquin College, Ottawa, ON

First Aid and CPR Certificate Dec 2016

St. John's Ambulance, Ottawa, ON

Non-Violent Crisis Intervention Certificate Nov 2015

Canadian Mental Health Association, Ottawa, ON

Food Handlers Certificate Sept 2014

City of Ottawa, Ottawa, ON

REFERENCES AVAILABLE UPON REQUEST
