Lejla zivojevic

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809 – 2155 Lawrence Avenue East, Scarborough, ON M1R 5G9

July 27, 2022

Community Outreach Canada

2100 Ellesmere Rd., Scarborough, ON M1H 2V6

Dear Volunteer Coordinator,

I am a mature Social Service Worker student at Seneca College and am submitting this cover letter and resume for your consideration in a social service work field placement opportunity with your organization from September 2022 to April 2023.

Based on my interests in creating equality for the vulnerable in our society, I completed my B.A. in Arts with a Major in Sociology at York University where I took courses that addressed different circumstances that people face when it comes to oppression, equity and issues of violence and abuse that occur based on economic and social status. Using this knowledge has allowed me to delve deeper into anti-oppressive practice and develop deeper practice of self-reflection and interconnected relationships.

Over the past 6 years, I have gained experience in working with different clientele in the social and early childhood education field. I volunteered with COSTI to assist the new Syrian refugees and helped them overcome struggles of coming to a new country by referring them to a variety of services and external agencies available to them. I also gained valuable experience working in a shelter for victims of domestic violence, Dr. Roz’s Healing Place, where aside of the administrative duties performed, I was trained as a Crisis Counselor. Working in this environment allowed me to become familiar with the services that are available for those experiencing violence, that allow them to rebuild their lives and become sustainable and self-sufficient.

Based on my work experience, I work well in a team environment and in on-call settings; I am able to take lead roles in order to complete tasks. I have experience with developing and implementing strategies that are client-centered and to support families and their children. I am able to provide timely and *precise detailed documentation*, related to my responsibilities and tasks. I have excellent computer skills in Word, Excel, Outlook and PowerPoint.

These qualifications along with my in-depth work history, strong knowledge and communication skills, will be uniquely suited for your staffing requirements and will bring a valuable perspective to your organization.

I look forward to hearing from you, so that I can continue giving back to the community directly, through knowledge and skills gained from education and previous experience, while learning and developing new skills. Thank you for your consideration.

Sincerely,

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**OBJECTIVE:** A passionate and experienced Social Service Worker student, seeking to obtain the Field Placement at Community Outreach Canada, where I can put into practice my experience in providing community resources guidance and training to the vulnerable sector in our society.

**HIGHLIGHTS OF QUALIFICATIONS**

* Experience in the Social Service field with a B.A. in Sociology
* Solid knowledge of diverse cultures, resources and community programs
* Strong interpersonal and customer service skills achieved by collaborating with staff in order to establish positive and responsive relationships with clients
* Skilled in assessing clients’ needs to determine the services and support required
* Equally effective working independently as well as in a team in a fast-paced environment
* Excellent written communication skills gained through report writing and documentation
* Excellent computer skills in Word, Excel, Outlook and PowerPoint

**EDUCATION**

**Diploma in Social Service Work (Accelerated)** Program Completion April 2023

Seneca College Toronto, ON

**Diploma in Early Childhood Education** January 2018 – April 2019

Seneca College Toronto, ON

**Bachelor of Arts, Major in Sociology** September 2003 – August 2007

York University Toronto, ON

**RELEVANT SKILLS**

**Social services**

* Advocate and provide informal counselling to clients from the community who are experiencing domestic abuse and difficult financial circumstances by inspiring independence and self-sufficiency
* Provide crisis intervention, information and referrals to community resources in housing, legal support, health, schools, etc. based on individual needs of the clients
* Demonstrate cultural sensitivity and maintain confidentiality in addressing various issues related to women in crisis
* Sensitively interact with all clients regardless of gender, race, and cultural differences in a non-judgmental manner

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**PLANNING, FACILITATION AND TRAINING**

* Facilitate extracurricular activities and social learning programs which promoted and enhanced academic and social development skills
* Develop strategies, plan programs and implement activities to motivate and assist clients as needed
* Act as a role model and motivated students through positive interactions and goal setting to complete assignments on time
* Exercise cultural sensitivity when communicating and interacting with students and their parents while delivering information and instructions
* Teach basic English to various ages according to a curriculum designed specifically to their needs

**CUSTOMER SERVICE / ADMIN**

* Provided prompt advice to customers in a professional and responsive manner along with greeting and accepting visitors
* Responded to telephone and in-person requests for information
* Received and forwarded telephone calls to appropriate person
* Offered exceptional customer service in a fast-paced environment and handled multiple tasks efficiently
* Provide emotional support and guidance on-call through active listening and empathy for clients suffering from domestic violence
* Ability to interview clients to determine what approach and services would best suit their needs
* Periodically fill in for front office staff when the staff was in meetings in order to assist residents as needed
* Take a proactive approach to learning necessary skills to remain up to date in procedures and terminology in the Social Work field

**WORK EXPERIENCE**

**York District School Board** September 2020 – August 2021

Designated Early Childhood Educator Supply Markham, ON

**YMCA of Greater Toronto** September 2019 – June 2021

Registered Early Childhood Educator Supply Toronto, ON

**Dr. Roz’s Healing Place**  March 2016 – May 2017

Receptionist and Front Office Case Worker Trainee Toronto, ON