March 24th, 2014

Dear Patty Rino,

Please consider my application for the full time **Housing Response Case Manager** position. I recently graduated from the University of Ottawa with my Bachelor of Arts majoring in psychology and sociology. My goal is to further my education in the field of Social Work by obtaining my Master’s Degree.

I believe that I would be an ideal candidate for this job because I currently volunteer as a victim support worker with Ottawa Victim Services. Here I have experience providing emotional support and referrals to community social services for individuals who have been victimized as a result of crime or tragic circumstances. I am trained in crisis intervention, death notification, safety planning, and assisting women and men fleeing abuse. I also currently work with the Taggart Family YMCA-YWCA as a lifeguard, instructor, team leader and I have experience working behind the membership desk. In the last 5 years that I have been working with the YMCA-YWCA I have gained experience serving diverse and less fortunate families keeping in mind their needs, I have prevented accidents by reporting hazards and maintained a safe swimming environment, and I have coached and motivated clients while offering constructive feedback. I am always willing to work overtime and reschedule my day in order to be complete task deadlines. As a team leader, I supervised other staff providing them with tools and suggestions to become better instructors and lifeguards. I get along well with other employees and value the importance of teamwork.

Although brief, my experience as a one to one worker with the Simcoe County Children’s Aid Society took place in a Section classroom with at-risk youth who had difficulties participating in mainstream classes. My duties involved writing classroom lesson plans, developing activities, writing case notes about progress and or concerns and helping supervise all activities.

My education, combined with my work experience, has enabled me to develop advanced writing and time management skills as well as an ability to take initiative and use critical judgment. Further, I am aware of a wide variety of social services and how to resolve conflict situations. I am fully bilingual as I attended elementary and high school in French. I also took several courses in French at the University of Ottawa. I was tested in 2011 for my French abilities by the Public Service Commission of Canada and received an exemption from further oral proficiency testing, and advanced marks in both written and reading comprehension. I have a valid Driver’s License. I am experienced using PC and MAC platforms, Outlook and Microsoft Office software, including Word, PowerPoint, and Excel.

I will be available for an interview at your convenience and look forward to hearing from you soon. Thank you for your consideration.

Sincerely,

Krista Joseph