

Tammy Brooks

London ON

Human Resources
London & Middlesex Community Housing
1299 Oxford St. East, Unit 5C5
London, ON N5Y 4W5

June 1, 2021

Dear Human Resources,

The Tenant position on the Board of Directors for London Middlesex Housing Corporation spoke to my experience, skills, and capabilities as a Registered Social Services Worker and as a person with a physical/mobility disability residing in Rent Geared to Income Housing. My passion to deliver programs and services that support, motivate, and meet the diverse needs of individuals and families aligns nicely with this opportunity.

As a regulated professional with diverse needs and experiences, I have gained the skills, knowledge and competencies needed to facilitate inclusive and dignified supports and services that meet the needs, plans, and goals of individuals and families. My personal and professional proficiencies, education, and training have prepared me for a rewarding career in Social Services.

Some of the most rewarding experiences of my career, so far, have been in roles such as Peer Support Mentor, Program Ambassador, Health Outreach Worker, and Advocate. These roles have enhanced my professional growth and development together with building a foundation that correlates with my personal and professional philosophies with the understanding and belief in the importance of building relationships with individuals, families, and communities to support strength-based capacity building along with empowering and promoting wellbeing at various stages of life. These roles have enhanced my skills to meet the qualifications you are looking for, such as:

- I have further developed my crisis intervention skills by providing assessments and brief supportive counselling including the preparation and delivery of crisis and mental health awareness and intervention information.
- I have successfully supported and assisted clients to meet their immediate needs related to: housing applications, utility and rent assistance, social assistance navigation and application assistance including ODSP, OW, CPPD and other supports as eligible including but not limited to; other programs, resources and supports such as education, skill development, employment, mental and physical health, Covid-19 relief.
- I have engaged as a community advocate working in collaboration with clients, multi-disciplinary teams and community partners to bring awareness of the needs and support required to empower people with diverse needs to meet their needs and goals.

I trust that after reading my resume you will find my level of experience, skills and education to be in line with London Middlesex Housing Corporation's objectives. I would enjoy meeting with you to learn more about the Tenant role of the Board of Director's and how I can best contribute to the leadership team. Thank you for your time and consideration.

Sincerely,

Tammy Brooks, RSSW

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Career Objective

To utilize my education, skills, training and experiences to support individuals, families, and the community with an ecological, strength-based and capacity building approach while advocating for and making a difference in the lives of those impacted by poverty, homelessness, mental health, substance use, complex and chronic health conditions, and disability.

Summary of Qualifications

Program Development and Delivery:

- Established and developed a peer led support and community navigation program using seed grant funding that offered one-to-one and group support, wrap around supports, access to employment and advocacy services, and assistance to navigate and apply for social benefits and other programs and services available to people with disabilities.
- Built the foundation of the program in six months' time, engaging in community outreach with over 200 individuals, groups, and community agencies, securing interest and participation in the program and agency services.
- Created and implemented an internal referral form for agency referral into the program with a focus of first assisting individuals to meet their basic needs by securing/accessing housing, income, medical, education, and employment services.

Leadership and Advocacy:

- Facilitated three discussion groups at the UWO consisting of over 30 participants to bring attention to and awareness about the need for equitable and accommodated campus services with the promotion of students' rights to accessible education for people with disabilities.
- Managed and directed the dietary services department of a long-term care facility; responsible for overseeing the day-to-day operations and nutritional care of 200+ residents while leading teams varying in size from 13 to 35 unionized employees and liaising with multi-disciplinary teams to support the needs of residents and their families, ensuring Ministry compliance.
- Brainstormed, organized, and created marketing, educational, and discussion material on a variety of topics in both written and oral formats; presented to diverse audiences publicly and individually which resulted in making connections and securing invitations to share knowledge and experiences with, including; University of Western Ontario (disability related topics including accessible education and employment), Fanshawe College (Peer Support Mentor Program Ambassador, Stepping In To Fanshawe), Canadian National Institute for the Blind (fundraising and guest speaker addressing vision loss), London Health Sciences Centre (Violence Against Women-OBGYN professionals), City of London (accessible transportation), and ODSP/OW (presentation detailing programs and services to caseworkers).

Customer Service and Communication:

- Handled sensitive and confidential information such as client files, referrals, emails, and other information including ensuring confidential and secure storage at all times.
- Provided welcoming, accessible, and inclusive service when greeting and engaging clients, families, and community partners. This includes ensuring all clients are directed to the appropriate service and/or provider when necessary.
- Tactfully addressed issues of complaints with demanding or upset persons, demonstrating a level of understanding of their diverse needs.

Experience

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| Advocacy Community Coordinator , <i>London Employment Help Centre</i> | 2019-2020 |
| Student Social Service Worker , <i>London InterCommunity Health Centre</i> | 2018-2019 |
| Director of Dietary Services , <i>Kensington Village</i> | 2010-2013 |
| Food and Nutrition Manager , <i>Cama Woodlands</i> , Burlington ON | 2008-2010 |
| Dietary Manager , <i>Brantwood Lifecare Center</i> | 2007-2008 |
| Dietary Manager , <i>Versa Care</i> , Hamilton ON | 2006-2007 |
| Support Services Manager , <i>St. Olga's Lifecare Center</i> | 2002-2006 |
| Dietary Manager/Cook , <i>Hillside Manor</i> , Stratford ON | 2001-2002 |

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Education

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| Social Service Worker Diploma , <i>Fanshawe College</i> , London ON | 2019 |
| Administrator Certificate , <i>Ontario Association of Non-Profit Homes and Services for Seniors</i> , (OANHSS), Toronto ON | 2010 |
| Food and Nutrition Management Diploma , <i>Canadore College</i> , North Bay ON | 2000 |

Professional Memberships, Qualifications, Certifications

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| Registered Member , <i>Ontario College of Social Workers and Social Service Workers</i> | Current |
| Mental Health First Aid | August 2018 |
| First Aid and CPR | July 2018 |
| Applied Suicide Intervention Skills Training (ASIST) | February 2018 |