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| **Receptionist** | |
| Photo | **Bio**  Mary holds a diploma in Office Management and has been volunteering in the Hub for the past two years helping the clients. She started working as receptionist in the hub about 2 months back. She likes to be around people and loves to help and guide them whenever required. She is loved by one and all in the hub, staff and client alike. |
| Mary Fox, 21  Receptionist  Archetype: Mentor | **Goals**   * To be able to schedule appointments for clients with the caseworkers * To be able to process the payment by clients upon providing paid services to them |
| **Personality**  Quick Learner  Empathetic and Patient  People Person  Self-motivated |

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| **Caseworker** | |
| Photo | **Bio**  Peter migrated to Canada 15 years ago and has been living in Macpherson Avenue for the past 5 years. His interest and experience in social welfare and support activities landed him a job as a social worker in Toronto. He has helped many local residents and newcomers find support and service they need. His extensive work experience, in-depth knowledge of the locality and strong networking ability has helped him provide effective and efficient service to the clients at the Hub. |
| Peter Lee, 40  Caseworker  Archetype: Mentor | **Goals**   * To be able to access client’s profile for service needs and updates * To be able to schedule and refer clients to relevant service provider * To be able to access the case progress after referral |
| **Personality**  Empathetic and Patient  Flexible and Trustworthy  Perceptive Listener Team player  Cooperative  Highly Motivated |

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| **Trainer** | |
| Photo | **Bio**  John Doe is a freelance trainer. He has been conducting life-skills and job search trainings for the past 3 years.  John has helped many people achieve their professional and personal goals through training programs. He has established a strong relationship with several training organizers in Toronto. Because of his constant learning and adaptive nature along with excellent organizing skills, John, at this moment, is the first choice of many organizers. Clients of this community hub will greatly be benefitted from John’s experiences and resources. |
| John Doe, 27  Trainer  Archetype: The Mentor | **Goals**  To be able to generate training plan and schedule.  To be able to register and reach out clients, update/confirm list of training participants  To be able to refer clients to external training providers and receive case progress  To be able to assess the performances and provide feedback to clients |
| **Personality**  Organized and Focused  Resourceful  Adaptive  Continuous Learner  Joyous |

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| **Caretaker** | |
| Photo | **Bio**  Monika Nader has been working as an early childhood educator for the past 12 years and as a caretaker in the day care program in the hub for the past 6 years. She also completed her masters course in behavioral psychology last year. Currently, she is working in a clinic as an assistant to the psychologist and part-time in the hub, because she likes working with children. Owing to her helpful and friendly nature, the children love to be around her. |
| Monika Nader,32  Daycare Associate  Archetype: Caregiver | **Goals**  To be able to register the client  To be able to log the issues and updates of the service  To be able to update the profiles of the clients |
| **Personality**  Caring  Patient  Resourceful  Trustworthy |

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| **Manager** | |
| Photo | **Bio**  Albert Johnson completed his Masters in Business Administration from York University, Toronto in 2005. He joined Children Services, Toronto in 2010 as an Assistant Manager and was promoted to Manager in 2015. Since his first job, Albert has worked with many organizations, mostly in management positions. Albert has gained extensive knowledge and experience from many years of working, which has equipped him to manage any programs effectively and efficiently. He is friendly and outgoing person who likes to work in a team to achieve organizational goal. Besides work, Albert likes to read books, travel and meet new people. |
| Albert Johnson, 45  Manager  Archetype: The Mentor | **Goals**  To be able to access all organizational activities in the system for monitoring  To be able to procreate and update work schedules of staff  To be able to communicate with all staffs including senior management and clients as and when needed  To be able to request and receive feedback and suggestions from all stakeholders |
| **Personality**  Determined  Decision-maker  People Person  Team Oriented  Dependable  Knowledgeable |