Grace Radziszewski

3280 Des Chateaux, apt. 222

Laval, Qc. H7V 3S2

514-235-6899 grace@castellic.com

My diversity is a great asset that derives from my experience in the areas of social services, commercial

and entrepreneurial domains. Practiced in personnel and project management, excellent communication and administration skills and competent with most mainstream office applications.

EXPERIENCE

Castellic Consulting Group 2006 to present

Executive Assistant

RESPONSIBILITES

* Assisting the President of CCG to manage daily operations, government forms and contracts, dealing with employees, suppliers and clients as well as clerical tasks.
* Corporate fiscal duties such as year- end procedures, banking, payables/receivables and data entry.
* Worked in conjunction with CCG President, employees and clients to develop business plans, research material, grant applications, consulting on design and creation of logos, development of Marketing Materials
* Quality Assurance on proposals and pricing

EXPERIENCE AQUIRED

* Custom fitting clients Information Technology and computer needs with the precise CCG staff or service to best answer their business requirements.
* Good communication skills written and verbal in English and French with a variety of professionals.
* Book-keeping experience was upgraded for by taking part in an accounting workshop with McGuiness Accounting Firm in 2012.

TECHNICAL KNOWLEDGE

* Proficient in Microsoft Office-Word, Excel, PowerPoint and Outlook, general understanding of VoIP, and PBX systems and virtualization technologies.
* Adobe Photoshop Tutorial sessions and private lessons with an Adobe Master Graphic Designer.
* Beginning understanding of Dreamweaver and web design. On - going self-instruction .

BATSHAW Youth and Family Services Montreal, Qc May - Nov.2000

Human Relations Agent – Downtown/Metro Maternal leave until 2003

RESPONSIBILITES

* Managing cases under the Quebec Youth Protection Act.
* Cases were each unique, the children’s ages ranged from 2-17 years, each were wards of the state.
* Served as liaison and advocate for my clients, their families and Batshaw Family Services with the police, schools, hospitals, group homes and judicial employees.
* Analyzing, assessing and authoring complex documentation for internal and external organizations.
* Implementation and supervision of court sanctions, such as substance abuse rehabilitation**,** fostercare**,** educational requirements, supervised family visitation.
* Referrals to community and government services.
* Regular communication with related parties including scheduled and unscheduled home visits.
* Participating in regular weekly meetings and all government workshops available to staff.

EXPERIENCE AQUIRED

* Working with young adults and families in conjunction with the professionals around the Young Offender Act, such as their lawyers, police, parole officers and case workers in detention facilities and group homes.
* Early Childhood development and family counselling techniques
* Foster homes and the placement of children with families involved in foster and respite care.
* Working with Mental health institutions and their staff for several children in long term care.
* Supervising the placement of children during the adoption probation period.
* Attended internal training workshops on areas such as: multicultural relations, changes to law processes to enhance work environment between staff and clients.
* Coordination with varied BATSHAW staff departments required in the management of cases.

Pearl’s Place Transition House Squamish, BC 1995 - 1999

Support Worker for women and children escaping violence for the Sea to Sky Corridor.

RESPONSIBILITES

* Maintaining confidentiality of all staff and clients involved in the program.
* Assessing risk and eligibility of potential callers in need of services through the crisis hotline providing referrals if required.
* Contacting pertinent officials such as social services, police and medical professionals on behalf of callers at high risk or who are in great risk of violence.
* Meeting clients for admittance to Pearls Place Transition House at the Women’s Center or at a determined safe location.
* Supporting the women at the Transition House to navigate through their situation by providing them with: information, discourse and support in areas such as the cycle of violence, child care and children services, immigration law, human rights, legal assistance, financial aid, housing opportunities, medical and education services, transportation.
* Counselling the children in the Transition House and encouraging family discourse.
* Providing information about the Children who Witness Violence Program in the area.
* Collecting of donations for the House, shopping for groceries and supplies.
* General maintenance and cleaning of the house and grounds.

EXPERIENCE ACQUIRED

* Knowledge of the cycle of violence, the repercussions and challenges for families affected.
* Two 12 week training sessions for Pearls Place (firstas avolunteer and second as support staff)
* The workshops provided me with knowledge of feminist perspectives and philosophy and how to apply them to the support work when dealing with clients, staff and public professionals.
* Working with women and children from diverse backgrounds each with unique challenges.
* Writing non -judgemental reports that ensure confidentiality and safety of the women and children.
* Participation in the development of B.C. Ministry policies and process to unite professionals in the battle against violence in BC.

Sea to Sky Community Services Squamish, BC 1998-1999

Child Care Worker Facilitate Respite Care for 4 children in the Squamish area for a Social Services mandate through Sea to Sky Community Services.

RESPONSIBILITIES

* Pick up the children for approximately four hours a week for respite care and provide counselling and support through the use of play, outdoor activities, arts and crafts and games.
* Recognize, analyze and report progress of the children in respite care including any new developments in their social, educational or family environment.
* Assist the child and family with any issues or concerns that may have developed between sessions.
* Provide Sea to Sky Community services with summary reports of activities and growth or concerns.

Cam-net Communications Inc Vancouver, BC 1991-1995

National Coordinator Credit and Collections/Customer Service /Operations

RESPONSIBILITIES

* Assisting the Executive Manager in daily operations of several departments.
* Team collaboration for the assimilation of telecommunication companies through mergers and acquisitions.
* Assisting in supervising teams across Canada, aiding employees in related departments at head office, recommendations to appropriate department heads or executives if and as required to assist staff.
* Working with departments on creation of policy and procedure manuals

Credit and Collections Manager

* Administration of Credit and Collections team in Vancouver Branch .
* Overseeing the development and implementation of electronic credit scoring through Equifax.
* Managing of the program with out-sourced telemarketing companies.
* Hiring and training of new employees, contract staff workers and managing the teams
* Employee evaluations, weekly meetings, company and client meetings.
* Assisting in the training new mid level managers in interview techniques and company procedures.

Customer Service - Credit and Collections Representative

* Receivables for Cam-net Communications Inc. in Canada and the US.

Association Benevole- Amitie Individual and Family Social ServicesInc. Montreal, QC 1987 -1988

Part-time Counsellor for out-reach program for individuals and families with mental illness.

RESPONSIBILITIES

* Opening and closing of the outreach drop- in centre.
* Providing support to clients and assuring a comforting, inviting gathering place for members of the Association.
* Documentation of weekly sessions, listing any concerns or issues that may need attention by staff or administration.

EXPERIENCE AQUIRED

* Insight into the challenges and resources available for individuals and families dealing with mental illness in Montreal.
* Tactful group and individual counselling with varied personalities.

Magasin M 1982-1991

Assistant Manager

RESPONSIBILITIES

* Responsible for several departments over the years, management of staff and scheduling for departments part-time and full time employees.
* Department budgets and fore-casts , reporting to relevant departments at head office including Human Resources.
* Knowledge of the Collective agreement and its applications in negotiations with staff and union representatives.
* Maintenance of floor plans, merchandizing layouts, cash balances and company deposits.

Magasin M

Human relations agent - Temporary replacement 6 months

RESPONSIBILITIES

* Interviewing and hiring of staff for Montreal area.
* Training of new sales associates in outer areas of Montreal.
* Part of employee incentive program participating in the planning and implementation of company functions .

Miracle Mart(Magasin M)

Sales clerk/cashier

UNVERSITY EDUCATIONAL WORK PLACEMENT

Ville Marie Social Services Laval, QC 1984 - 1985

Student Social Worker

Supervised Social Services in the Laval Area.

* Family and individual counselling.
* Work placement programs for intellectually challenged clients
* Supervised program planning and implementation for clients.

Jewish Family Services Montreal, QC 1985 - 1986

Student Social Worker

Supervised case load dealing with several Foster Homes for the Senior Citizens in the Laval and Montreal.

* Visits four hours a week to each home to provide support and assistance to the home owners and their clients.
* Engaged clients in conversation, recreational and physical activities.
* Reports to supervisor regarding environment and needs of clients.

Benevole - Amitie Friendship-Counsellor Montreal, QC 1987 - 1988

* Part-time counsellor for out-reach program for individuals and families with mental illness.

VOLUNTEER EXPERIENCE

Girl Guides of Canada -Northern Lights Rosemere 2004 - 2013

Girl Guide Leader

* Worked with several age groups with the planning and execution of program as co-leader.
* Inspiring young women to realize their full potential through weekly activities, outings and camps.
* Book keeper
* Signing officer and financial records keeper for many years for different units and participated in annual year end reports with the team and treasurer for the district.
* Developed and presented two workshops on violence against women and children.

Rosemere Curling Club

* Volunteer based club that relies on the membership for the functioning of Summer Activities.
* Assisting with grounds work for opening and closing.
* Coordinated weekly BBQ’s and special events for one summer for 30-200 people.

McCaig Elementary School

* Parent volunteer assisted with Terry Fox Run, computer assistance for kindergarten and grade 2
* Literacy program by voicing books onto CD for the school and reading with youngsters.
* Graduation Committee for two years, designing and execution of complex art work as part of the team.

Rosemere Preschool

* Scholastic coordinator for Preschool for one year.
* Fund raising activities and development of employment standards for new staff.
* Parent volunteer assisting with maintenance and daily activities for four hours monthly.