

# Lisa Vanderpas, B.A.

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I am an Informed Response Outreach Worker with valuable experience in crisis management, de-escalation, and systems management in the social work field.

My current work is focused on supporting vulnerable individuals in the community and connecting them to medical and social resources.

These experiences have allowed me to take advantage of my leadership skills in the work environment to encourage others through authoritative and coaching management styles.

I am interested in applying those skillsets to complex social and mental-health/addiction barriers present in other clinical environments.

My goal is to complete a PhD in Clinical Psychology to improve my education to help my community.

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## Experience

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### ***Informed Response Outreach Worker • November. 2021 – Present***

- Connect with individuals experiencing homelessness and work as a resource by providing housing support, advocacy, system navigation, community information and crisis de-escalation.
- Supervise the well-being of individuals and engage other services as necessary.
- Responding to crisis situations and applying emergency first aid & overdose response.
- Work to coordinate completion of paper readiness and appropriate housing applications as well as daily referrals and intake.
- Use intervention and mediation skills to defuse conflicts if they can be resolved amongst the individuals.
- Create a welcoming environment by engaging and establishing rapport with individuals.
- Maintain strong communication and collaboration practices with shift partners, the outreach team, and community partners.
- Daily input into databases and completion of incident reports as necessary.



### ***Senior Residential Care Worker Supervisor • March. 2020 – June 2022***

- Conducting crisis counselling/intervention support in keeping with professional standards.
- Monitoring and supporting clients through conflict resolution and crisis intervention strategies.
- Provide system navigation and housing paperwork, as well as wellness checks and emergency first aid as necessary.
- Ensuring that intake staff are accurately completing required documentation in a timely manner.
- Assist Program manager in monitoring staff performance, ensuring compliance to MSL's Mission Values and engage in ongoing coaching.
- Developing and supporting a positive team oriented work environment.
- Assist in the hiring, orientation and training of new staff, volunteers and student placements.
- Producing ongoing work schedules for rotating shifts, which provide staffing for the Men's Mission on a 24-hour basis.
- Inputting data into databases to ensure accurate record keeping pertaining to clients.
- Responsible for completing room checks and cleaning; disposing of items in a safe manner.



### ***Bar Manager • Aug. 2017 – Present***

- Managed multiple teams including supervisors, bartenders, servers, security and barbacks.
- Responsible for ensuring daily inventory and nightly paperwork are completed.

- Diffuse escalated situations in a calm manor, making accommodations to ensure the satisfaction of staff and customers.
- Responsible for completing rotating scheduling as well as booking and advertising events.
- Able to work independently and as a team, making important calls in stressful situations.
- Multitasked bartending and managing during shifts, being able to work fast and effectively under pressure.



**Pub Supervisor • Aug. 2017 – Nov. 2021**

- Managed a team of security, kitchen, servers and bartenders, ensuring the completion of daily tasks and responsibilities while maintaining professional standards.
- Completing paperwork and inventory each night.
- Responsible for training new employees to our standards while providing a comfortable and safe environment.
- Multitasked roles as a manager, server/or bartender per shift.
- Learned to solve problems internally and externally with employees and guests.
- Ability to learn quickly and manage multiple tasks.



**Volunteer Social Worker • Sept. 2014 – Sept. 2015**

- Supervised children undergoing hardships at home and with families in need.
- Experience managing children who have behavioral issues.
- opportunity to work with social workers and assist in their daily routines.



**Recreational Camp Leader • June. 2013 – Sept. 2015**

- Provided care for children ages 6-12 years old.
- Provided care for children with special needs and experiencing hardships at home and/or school.
- Responsible for planning daily activities, and trips; demonstrating time management and multi-tasking skills.
- Inspired a creative approach to problem solving, and to remain optimistic through hardships.



**Child Care Centre JUMP • July. 2014 – June. 2016**

- Work in the JUMP room/ Front Desk.
- Worked with children from 6 weeks to 11 years of age.
- Worked alone in this role, learning to make quick decisions under pressure.
- Maintained creativity with my spare time, keeping everyone occupied with fun activities.
- Adequately attend to the needs of others to ensure a calm and safe atmosphere.



**Model • July. 2017 – Present**

- Attending classes to improve knowledge and skills annually
- Dedicate time to projects, meeting deadlines, remaining flexible, and maintaining professionalism.
- Participated in runway, chimerical photography, film media, and creative shoots.



**Formen • May. 2017 – February. 2018**

- Built Decks and Fences for customers

- Worked on a team to complete projects on a timely manor
- Quoted and completed projects on private and business owned properties
- Promoted to foremen and was incharge of my daily crew



#### ***Laborer • April. 2020 – February. 2021***

- Dedicated team member to ensure completion of projects for clients in a timely manor.
- Tearing up old shingles and disposing of materials safely to ensure a safe work environment
- Installing drip caps, Ice and Water, Synthetic roof underlayment, and applying shingling.
- Knowledge of roof safety and assessing a roof top for potential rots or damaged areas.

## **Freelance Artist**

#### ***Artist • April. 2016 – Present***

- Create art with Acrylic, Oil and Water colour mediums.
- Dedicated to completing requested projects in a timely manor
- Ensured satisfaction of customers purchasing

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## **Education**

### **Western University**

#### ***Honors Double Major in Psychology and Philosophy • 2014-2019***

Undergraduate student pursuing Masters

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## **Grants**

#### ***King's University College Entrance Scholarship***

Kings University • May 2014

#### ***Honours Specialist High Skills Major Entrance Award***

Kings University • May 2014

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## **Certifications**

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#### **Certificate PDFs**

#### **Trauma Training**

CTRI Crisis & Trauma Resource Institute • 2022

#### **Mental health and First Aid /Certified**

Mental Health & First Aid Canada • 2021

#### **Palliative Care 101- Amplified Health**

Amplified Health • 2021

#### **HIFIS Specialist**

City of London- Coordinated Access • 2021

#### **CPI Training**

Non-violent Crisis Intervention • 2022

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## **CPR - AED & First Aid**

Perri-Med • 2020 - Expires 2023

## **ASL (level 1 & 2)**

International Open Academy • 2022

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## **Skills**

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### **Interpersonal skills for Mental Health Management**



Mental Health First-Aid • CPI certificate • Proficient verbal and non-verbal communication skills • Adjusting strategies to respond appropriately.

### **Crisis Intervention / Conflict resolution**



CPI certificate • Adept at making an agitated individual feel heard, understood and respected to defuse a situation.

### **Organizational Leadership and Management**



Motivation and adaptability • Organizational leadership • Critical path method (CPM)

### **Analytic skills**



Collect information • Problem solve • Cost/benefit analysis

### **Stress Management**



Reading warning signs of stress, providing coping skills and prevention • Trauma Training

### **Clinical care**



Palitive care 101

### **ASL**



ASL Certification IAO • ASL Certification IAO level 2

### **English**



### **Coding**



HTML Development • Visual Basic • Excel

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## **Other Awards**

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### **Honours**

Kings University • 2019

### **Athletic Award**

John Paul II • 2013

### **Visual Arts Award**

John Paul II • 2013

### **Sculpting Award**

John Paul II • 2013

### **Majors Award**

John Paul II • 2013

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## **Associations**

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### **O.N.E Dance**

Contemporary Dance • 2019 – Present

## **BMO**

*Co-ed Soccer Team • 2020 – Present*

## **FSCCS**

*Co-ed Volleyball • 2018 – Present*

## **Private Classes**

*Guitar • 2017 – Present*

## **FitFor Less & Showtyme**

*Personal Fitness • Personal Training • 2016 – Present*

## **Visual Arts**

*Acrylic painting • Oil painting • Water Colour painting • 2016 – Present*

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## **Social Links**

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- **Dribbble:** <https://lisavander3.wixsite.com/vanderpasart>
- **Website:** <https://lisavander3.wixsite.com/my-site-1>