

Anne Cragg

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HIGHLIGHT OF QUALIFICATIONS

- Known to use effective active listening skills when interacting with clients to ensure their needs are met
- Proven to use strengths based and solution orientated approaches when working with clients during appointments to focus on their personal goals
- Proven to use strong leadership skills by supervising and supporting other staff within social services agencies
- Knowledge of different collaterals and systems such as Employment and Income Assistance, Child and Family Services and schools

EDUCATION

Bachelor of Social Work

September 2020 – Present

University of Manitoba

GPA: 4.0/4.5 (optional)

Relevant Courses (optional)

Expected date of graduation: April 2024

RELATED EXPERIENCE

Student Support (field placement)

September 2022 – April 2023

Family Dynamics Inc., Winnipeg

- Supported newcomer individuals and families who face multiple barriers in a holistic and culturally sensitive way to manage settlement independently
- Assessed newcomer individuals and families by using tools and resources such as eco-maps
- Collaborated with individuals and families to create specific, measurable, attainable, relevant and timely (SMART) goals to work towards their personal desires, proceeding my making an action plan and following up in a timely manner
- Provided crisis counseling to individuals by using crisis intervention skills and following Family Dynamics protocol and procedure
- Facilitated workshops to newcomer individuals and families on different social welfare programs and assistance in Winnipeg and Canada
- Participated in team case management meetings by discussing with colleagues different resources and information that would be helpful to the specific individual and family

WORK EXPERIENCE

Server

June 2018 – Present

Moxies, Winnipeg

- Served 50+ customers at any given time in a fast-paced lounge by staying organized and multi-tasking
- Effectively resolved customer complaints by listening empathetically and suggesting different solutions based on the needs of the customer while communicating correspondence

Cashier**May 2016 – April 2018**

Shoppers Drug Mart, Winnipeg

- Provided excellent customer service and positively engaged with customers when entering the store
- Maintained a neat and organized checkout area to provide efficient check out services to customers

VOLUNTEER EXPERIENCE

Group Co-Facilitator**September 2020 – June 2022**

Sara Riel, Winnipeg

- Assisted the facilitator by running and organizing group activities
- Suggested ideas and topics of discussion to the group facilitator to better help individuals with mental health and substance use challenges
- Empathetically listened to individuals during group sessions about their lived experience to provide support and care

Welcome Volunteer**April 2018 – June 2019**

Klinik Community Health, Winnipeg

- Connected with people in the community by welcoming them at the front foyer and referring them to appropriate services at Klinik
- Drafted a resource list of Klinik's services and programs for individuals to accessibly learn and understand what is available to them
- Monitored the physical, mental, social and emotional states of service users in order to provide appropriate referral and services tailored to their needs

WORKSHOPS AND TRAINING

Indigenous Approaches to Child Welfare**April 2023**

Canadian Association of Social Work

Applied Suicide Intervention Skills Training**January 2022**

LivingWorks

Mental Health First Aid**May 2021**

Independent Living Resource Centre

MEMBERSHIPS AND STUDENT GROUPS

Social Work Students Association**September 2022 – Present**

University of Manitoba

Manitoba College of Social Workers**January 2023 – Present**