

JOSHUA T.

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SECURITY | CORRECTION SERVICES | PUBLIC SAFETY

COMMITTED TO EXCELLENCE IN THE PROTECTION AND SECURITY OF THE COMMUNITY

Dedicated Corrections Officer driven to provide the best public service protecting and serving the citizens of the community. Exemplary ability to partner with schools, the police, probation officers, and hospitals in order to maintain order, perform crisis prevention, and improve the quality of life for citizens. Expertise in applying advanced crisis management knowledge to make community as safe as possible. Proven track record of effectively responding to and handling situations under pressure and quickly responding to a variety of situations. Quickly follows and adheres to all policies and procedures. Communicates and effectively collaborates with the department and people of the community to enhance safety. Expertise training and developing staff and serving as a role model to others.

AREAS OF EXPERTISE

- Crisis Prevention & Management
- Emergency Response/Public Safety
- File Maintenance and Management
- Conflict Resolution
- Legislation, Policies, & Procedures
- Analytical & Problem Solving Skills
- Report Writing
- Training and Development
- Collect/Analyze/Circulate Info

COMPUTER SKILLS

Windows, MS Word, Excel, Outlook Internet, Quick Book and Data entry

PROFESSIONAL EXPERIENCE

MENTAL HEALTH SERVICES DEPARTMENT (CRISIS INTEGRATED RESPONSE SERVICES) **2008 – PRESENT**
YOUTH AND FAMILY COUNSELLOR AND CRISIS LINE OPERATOR OF EASTERN ONTARIO, OTTAWA, ON

Collaboration & Leadership

- Respond to crisis calls providing crisis prevention services, and perform case management services.
- Stabilize crisis situation, and perform on-site communicating with family and individuals at risk.
- Collaborate with police, hospitals, probation officers, and schools in order to effectively minimize requirement of emergency services.

Client Services & Crisis Intervention

- Consistently assist clients with the utmost professionalism and understanding.
- Utilize extensive problem solving skills to find solutions catered to individuals and their specific needs.
- Operate under strict client confidentiality, successfully respecting client rights.
- Successfully provide direct clinical services, such as crisis intervention and ongoing case planning involving client, family and significant collaterals.
- Effectively support and advocate for client and facility access to community resources and services.
- Employ investigative skills in order to prepare reports based on client phone services.

Accomplishments:

- Perform as part of the Youth Services Bureau's Anti Oppressive Practice Committee: 2012 – Present
- Performed as Fire Marshal at a Youth Crisis Facility: 2009 – 2012
- Act as Student Supervisor for local colleges and universities: 2009 – Present

YOUTH SERVICES BUREAU, YOUTH JUSTICE DEPARTMENT **2008 – 2009**
CORRECTIONAL GUARD/ YOUTH COUNSELLOR, OTTAWA, ON

- Provided rehabilitation service for individuals within the criminal system and provide preventative measures to limit crisis situations.
- Maintained relationships and built rapport with young offenders and reprimanded them when required.
- Executed physical restraint when required.
- Performed as In-Charge Youth Counsellor, effectively supervising team members and performing as front-line worker.
- Create safety plans, produce reports on intake and contact activities, perform risk assessments of clients and develop plans of care recommendations.
- Provided training and development of new hires.
- Employ extensive mediation, dispute resolution, crisis intervention, and negotiation skills.

PROFESSIONAL EXPERIENCE CONTINUED...

AEROGUARD (CATSA), OTTAWA, ON**2006 – 2009****AIRPORT SCREENING OFFICER**

- Operated with valid reliability clearance for Ottawa airport.
- Used scanning and detection machines in order to search passengers and baggage with efficiency.
- Maintained passenger safety and order.
- Interacted with customers and airport employees.
- Utilized conflict resolution skills in order to respond to security issues.
- Performed while adhering to security guidelines and airport policy.
- Employ sound knowledge of weapons and flight security regulations in order to assess air travel clientele and inherent risks.

Additional Employment:

CHILDREN'S AID SOCIETY, OTTAWA, ON**2010 – 2011****CHILD & YOUTH WORKER**

VOLUNTEER EXPERIENCE

JUVENILE DIABETES FOUNDATION, OTTAWA, ON**2008 – PRESENT****RELAY FOR LIFE, OTTAWA, ON****2005 – PRESENT****GLOBAL OUTREACH MISSIONS TO COSTA RICA (CONSTRUCTION AND TRANSLATING), OTTAWA, ON****2006****DRAGON BOAT FESTIVAL, OTTAWA, ON****2004**

EDUCATION

CARLETON UNIVERSITY ALUMNI
B.A (Criminology) Minor in Sociology, 2007

CERTIFICATIONS

Standard First Aid CPR/AED
 Ontario Certified Green Defensive Driving Course

TRAINING

ASIST Trained (Applied Suicide Intervention Training)
 CPI and PMAB Trained (Crisis Intervention Models, which use restraints as a last resort)