

Nicole Bolotenko

Education

MASTERS OF COUNSELLING PSYCHOLOGY | 2015 - PRESENT | UNIVERSITY OF TORONTO

BACHELOR OF HONOURS DEGREE | 2012 | TRENT UNIVERSITY

- Major: Sociology

SOCIAL SERVICE WORKER DIPLOMA | 2007 | FLEMING COLLEGE

Work Experience

RESIDENTIAL RELIEF WORKER | DURHAM MENTAL HEALTH SERVICES | JULY 2015 - PRESENT

Within this position I support clients to develop life skills and support clients through times of crisis and suicide ideation. I work within a team to empower clients to recover from their mental health issues and at times their struggle with substance abuse.

DIRECTOR OF PROGRAMMING | DISTRESS CENTRE DURHAM | DECEMBER 2012 – SEPTEMBER 2015

As Director of Programming my role was to manage the volunteer program which included screening and training volunteers to provide support to callers on the Centre's different helplines. I continued to support callers on the helpline myself when needed. I also supported youth, families and individuals in the community through different drop-in groups while also supporting volunteers when they were in need of support.

LGBTQ PROGRAM DIRECTOR | DISTRESS CENTRE DURHAM | AUGUST 2012 – DECEMBER 2012

During this role I completed outreach with LGBTQ youth and adults in the community. I was able to offer non-judgmental listening support, referrals and explore options with callers into Prideline Durham and individuals in the community.

PROFESSIONAL SUPPORT WORKER | COMMUNITY LIVING OSHAWA/CLARINGTON | 2008 – 2012

With Community Living, I supported individuals with developmental and physical disabilities within a residential setting to achieve their personal outcomes. This included developing their life skills, supporting their life goals, assistance with hygiene and personal appointments, supporting individuals' financial concerns while maintaining documentation standards. I also had the opportunity to collaborate with other support workers, family members and management staff to ensure the best support was given.

Volunteer Experience

BOARD MEMBER VOLUNTEER | DISTRESS CENTRE DURHAM | 2010 - 2012

During my time as a board member I held the position of treasurer, participated in many Distress Centre events and fundraisers while assisting to govern the organization.

HELPLINE VOLUNTEER | DISTRESS CENTRE DURHAM | 2007 - 2010

During this time I answered Distress Centre Durham's 24-Hour Helpline assisting callers in issues related to mental health, suicide, interpersonal relationships, loss, abuse and a variety of other issues callers were experiencing. Using the active listening process and Distress Centre's Suicide Risk Model, I was able to support callers and intervene when their safety or another's safety was at risk. Using my knowledge of community services I was able to help callers find resources they needed.

Skills & Abilities

TELEPHONE SUPPORT

- Build and maintain trust with callers of varying ages and backgrounds by giving empathy and using the active listening process.
- Knowledgeable of community services to refer clients that can better meet their needs if required.
- Understand key concerns of individuals in the LGBTQ community and people living with mental health issues, individuals living in abusive situations and individuals who have experienced trauma.

COMMUNICATION

- Facilitate Basic Training for new volunteers ensuring their suitability for the 24-Hour Helpline.
- Present on topics such as crisis intervention, suicide awareness and suicide risk assessment to community members.
- Engage youth to learn about suicide and mental health through delivering Adolescent Suicide Awareness program and participating in TAMI Coalition.

CRISIS INTERVENTION

- Accurately assess risk of harm of individual to self or others and employ necessary intervention.
- Assist crisis callers to deescalate and build coping strategies in a nonjudgmental and empathetic manner.
- Able to assist individuals in decreasing the negative impact crisis situations can have on their mental, emotional and physical health.

Professional Development

- 2015 - Learning Forum: Obsessive Compulsive Disorder
- 2015 - Learning Forum: Post Traumatic Stress Disorder
- 2015 - Learning Forum: Understanding Trauma
- 2014 - Distress and Crisis Ontario Spring Conference: Trauma Informed Support
- 2014 - Placement completed with YMCA
- 2014 - ASIST (Applied Suicide Intervention Skills Training)
- 2014 - Distress and Crisis Ontario Fall Conference: Making the Pieces Fit
- 2013 - Learning Forum: Dementia
- 2013 - Placement completed with AIDS Committee of Durham Region