

# Muhammad Sultan

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## COMMUNITY WORKER

### HIGHLIGHTS OF QUALIFICATIONS

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- Experience providing front-line services to diverse groups and individuals, including newcomers, youth, and persons with disabilities
- Extensive knowledge of community resources and personnel in the Peterborough area
- Experience researching gaps in community services and making recommendations to improve access
- Skilled in interviewing and educating youth with experience gained in peer support roles
- Teamwork and communication skills gained through collaborative, community-based research
- Advanced abilities with Microsoft Word, Excel, PowerPoint

### EDUCATION

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#### Bachelor of Arts, Psychology

Trent University | Peterborough ON

September 2016 - Present

- Relevant Courses:
  - Child and Family Development, Behaviour Modification, Abnormal and Social Psychology
- Trent Community Research Centre, Research Project September 2017 - May 2018  
“Food Bank Needs Assessment Survey”
  - Worked with Kawartha Food Share, a food distribution agency in Peterborough and area
  - Developed and implemented a survey of people using food banks to see if there was a need for a new and independent central food bank
  - Produced a final report recognizing the positive work of the agency while recommending a need to further organize around root causes of hunger

### RELEVANT EXPERIENCE

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#### Group Leader

June 2019 - Present

Brock Mission, Peterborough, ON

- Facilitated a weekly support group for 15 unhoused persons offering mental health support, resulting in a heightened sense of community and wellbeing
- Implemented case plans with 10 clients experiencing the negative impacts of income insecurity; completed weekly follow-ups to ensure client safety and referred to agencies for additional support
- Developed and executed a 4-hour event for 46 youth to learn about the implications of income insecurity, resulting in the mobilization of a living wage advocacy group in the Peterborough region

#### Volunteer Support Worker

Summer 2017, 2018

Youth Help Centre, Peterborough ON

- Provided assessment, advocacy, intervention, and follow-up services to 18 youth with social barriers at a daily drop-in program
- Established ongoing supportive working relationships while accessing relevant services for clients, establishing a 25% increase in participant retention
- Delivered dynamic presentations about program services to community partners to maintain community connectedness, and increased the organization’s network by 8 community partners

### ADDITIONAL WORK EXPERIENCE

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Cashier | Kawartha Dairy | Peterborough ON

July 2016 – December 2018

### VOLUNTEER EXPERIENCE

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Kitchen Assistant | The Seasoned Spoon (Trent University) | Peterborough, ON

May 2018 - Present