

Julia N. Resendes BSW, MSW, RSW, CTS-C, C.Hyp.

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Professional Summary

Skilled professional providing evidence informed clinical intervention as a clinician and director at a successful group practice, Kids Zen Inc and Mind Zen Counselling Inc. Holds a Master of Social Work degree and multiple certifications including cognitive behavioral therapy (CBT), dialectical behavioural therapy (DBT), certified hypnotherapy (C.HYP), eye movement desensitization and reprocessing (EMDR), and certified trauma specialist (CTS-C), and has completed a Complex Trauma Certification Training Course level 1 and 2 (CCIP/ CCTP-II) which provides further specialization into trauma treatment including training in sensorimotor psychotherapy. Over 10 years of experience working in various settings providing bio-psychosocial assessments, crisis intervention, and counselling support to adults, children, adolescences, and families in distress. Specializations include working with paediatric clients and their families who have experienced traumatic events resulting from motor-vehicle collisions or critical events. Skilled at providing therapeutic interventions in addressing trauma sequela and supporting clients through associated grief and loss. Highly motivated professional who is adept at assessing and advocating for client's needs. Proficient at prioritizing multiple demands as well as coordinating supports to address various identified needs. Effective communicator who is able to establish rapport quickly and utilize evidence informed practice in the therapeutic approach. Proven ability to work well with inter-disciplinary teams in facilitating therapeutic intervention. Experienced at assisting clients with emotional adjustment as well as identifying strengths and fostering resiliency. Has supported interns in a teaching hospital as well as currently within the private practice context. Manages multiple affiliates at owned practice, also provides clinical supervision, and has successfully managed business operations and promotion.

Highlights of Qualifications

- Experience with running and managing a busy private practice and managing competing demands from managing referrals, affiliate recruitment, and overall operations while also providing clinical service to clients.
- Working in the auto insurance industry for over 5 years in providing care and rehabilitation for clients under FSCO and working within HCAI.
- Community collaboration in developing partnerships with community collaterals to create a collaborative care model with paediatrician group.
- Dedicated professional with experience in crisis intervention, brief solution focused therapy, and conflict mediation.
- Experience in acute care setting in the Paediatric Emergency Department, Paediatric Critical Care Unit, and the Paediatric in-Patient floor with specializations in trauma and ABI.
- Member in good standing with the OCSWSSW with numerous certifications obtained including eye movement desensitization and reprocessing, cognitive behavioural therapy, dialectical behavioural therapy, hypnotherapy, and certified trauma specialist.
- Clinical experience supporting families and patients through various situations from mediation and crisis, to coping and distress.
- Demonstrated ability to create thorough biopsychosocial assessments and effective care plans, including the provision of appropriate interventions and referrals to community services, in advocating for client's needs
- Experience with developing and maintaining partnerships with community collaterals in coordinating services for individuals in need of support.

- Committed professional dedicated to best practice and evidence informed clinical approaches to care.
- Superior verbal and written communication skills as well as a passion for professional development and organizational participation.

Relevant Experience

Work Experience

Director and Social Worker/ Psychotherapist June 2022- Present
MSW Field Instructor
 Mind Zen Counselling Inc.

- Business management, promotion, as well managing referrals
- Providing care within HCAI system to draft treatment plans and provide care to clients
- adjustment and rehabilitation goals post motor vehicle collision
- Providing therapeutic interventions to assist adults and support with adjustment and coping
- Utilizing an eclectic approach incorporating various treatment modalities to support clients experiencing adverse symptoms
- Collaborating with healthcare professionals in providing a collaborative approach to care

Director and Social Worker/ Psychotherapist June 2021- Present
MSW Field Instructor
 Kids Zen Inc.

- Business management, promotion, as well as hiring affiliates and managing referrals
- Providing clinical reviews and managing an affiliate team of 7
- Providing therapeutic interventions to assist children and adolescence and supporting families
- Utilizing an eclectic approach incorporating various treatment modalities to support clients experiencing adverse symptoms
- Collaborating with healthcare professionals in providing a collaborative approach to care
- Providing clinical supervision and training to MSW interns from various educational institutions
- Ensuring formal supervision occurs weekly in supporting MSW interns to meet clinical goals

Social Worker/ Psychotherapist September 2018- June 2022
 Novus Rehabilitation

- Conducting intakes and providing thorough assessments of clients in community
- Providing therapeutic interventions to assist clients cope with the adjustment process
- Utilizing different treatment modalities to support clients experiencing adverse symptoms
- Collaborating with inter-disciplinary team and community organizations in advocating for a client's needs

Medical Social Worker August 2013- September 2018
MSW Field Instructor September 2015- 2018
 Children's Hospital, London Health Sciences Centre
 Paediatric Emergency Department, Children's Cystic Fibrosis Clinic, Pediatric Critical Care Unit, Paediatric Medicine, Paediatric Cardiology, Paediatric Acquired Brain Injury

- Providing therapeutic intervention for children, adolescents, and families in acute care setting
- Working with paediatric inpatients and outpatients and their families in coping with injury and chronic illness

- Coordinating community resources and advocating for patient care
- Collaborating with patients and medical teams to provide patient and family-centred care
- Participating with patients, families, medical team and community organizations in creating effective and safe plans for return home
- Completing comprehensive assessments and working with patients in providing effective interventions
- Advocating for patient's needs and empowering patients to explore their own choices for medical care
- Supporting families through traumatic medical crisis as well as working with staff after traumatic events
- Conflict resolution for families in distress as well as mediating between staff and patients
- Prioritization of referrals and ability to respond to emergent situations in supporting families in crisis
- Providing field supervision and training to MSW interns from various educational institutions
- Ensuring formal supervision occurs weekly in supporting MSW interns to meet clinical goals

Research Assistant

June 2013- December 2014

King's University College, University of Western Ontario

Study of psychosocial needs of families with children diagnosed with inborn errors of metabolism

- Analyzing qualitative participant transcripts of families interviewed at LHSC
- Organizing relevant data and grouping themes in order to inform future practices and resources
- Collaborating with research team in ensuring research approaches are consistent with professional and research ethics
- Ensuring trustworthiness and rigor are met during implementation of research process

Customer Service Clerk

May 2011- August 2011

Employment Clerk

May 2010 - August 2010

Casework Unit Clerk

May 2009 - September 2009

Ontario Works, City of London

- Provided callers with information about Ontario Works and Discretionary Benefits
- Prepared intake files for recipients and collaborated with colleagues in a team environment
- Researched available resources for families in need and collaborated with managers and staff in advocating for families

Mobile Patrol Supervisor & Customer Service

September 2007- August 2008

Securitas Canada, London, Ontario

- Prioritized demanding workload as well as coordinated security coverage for all of Southwestern Ontario
- Provided excellent customer service skills in communicating with clients and organizing contracts
- Managed supervisory patrol staff all across Southwestern Ontario, dispatched alarms and delegated tasks
- Demonstrated ability to work efficiently under stressful circumstances and communicate well with management and other stakeholders

Intern Experience

Paediatric Medical Social Worker (Intern)

January 2013- June 2013

London Health Sciences Centre, Victoria Campus

Burns and plastic unit, gynecology and oncology, paediatric emergency and cystic fibrosis clinic

- Interviewed, assessed patients and coordinated care in a multi-professional environment
- Worked collaboratively with patients to determine supports and resources necessary for care
- Communicated with medical team and provided accurate documentation
- Provided clinical intervention to support children, adolescents and families in coping with acute care setting
- Supported children and families in coping with long term chronic illness by working with families in outpatient on-going setting

Child Protection Worker (Intern)

September 2011- April 2012

Family and Children's Services Elgin, St. Thomas, Ontario

- Interviewed and assessed clients as well as developed and updated plans of care for clients
- Worked collaboratively with neighbouring services and resources in supporting families
- Demonstrated the ability to assess, problem solve and escalate as required to provide measured intervention to families with unsafe environments for children
- Collaborated within team when making decisions based on client care
- Liaised with external community program and resource providers in order to coordinate services for clients

Social Worker (Intern)

January 2011- April 2011

Regional Mental Health Care, St. Joseph's Elgin ACT team, St. Thomas

- Worked on a multi-disciplinary team in supporting clients with severe and persistent mental illness
- Interviewed and assessed clients as well as provided appropriate documentation
- Researched useful resources in order to support clients in need
- Advocated for clients, liaised with medical team, and assisted with supporting clients with daily activities
- Communicated with team, attended rounds, and updated plans of care

Volunteer Experience**Board of Directors Member**

August 2022 - Present

Daya Counselling Centre

LHSC Committee and Volunteer work

August 2013 - September 2018

Trauma Team Committee, Professional Development, and CAS Hospital Committee member

- Worked collaboratively in planning events and supporting strategic planning

Board of Directors Member

May 2011- January 2012

S.W.I.M (Single Women in Motherhood)

- Worked collaboratively with board members in program development and creating the organization's strategic plan
- Organized and facilitated community partnerships as well as participated in proposal writing and coordinating of volunteers
- Developed and participated in implementing research to better inform organization of client's needs

Volunteer Mentor

S.W.I.M Golden Connections Pal program

October 2009- January 2012

- Mentoring, encouraging, and empowering a single-mother mentee to achieve her goals
- Connecting mentee with community resources to address supports needed
- Participating in organizational events with mentee and working with other program participants

Education**Master of Social Work Degree**

August 2013

University Of Western Ontario, King's University College, London

Ontario Graduate Scholarship recipient, King's College University Master of Social Work Entrance Scholarship

Internship:

London Health Sciences Centre- Medical Social Work Intern in Burns and plastics unit, gynecology and oncology, paediatric emergency and cystic fibrosis clinic January 2013- June 2013

Honors Bachelor of Social Work Degree (with distinction) June 2012

University Of Western Ontario, King's University College, London
Entrance Scholarship, Dean's Honor List, Continuing Education Scholarship

Internship:

Family and Children's Services Elgin- Ongoing Family Service Child Protection Worker, September 2011- April 2012

St. Joseph's Elgin ACT team, Regional Mental Health Care, Social Work intern, January 2011- April 2011

Police Foundations Diploma (Honors) April 2009

Seneca College, King City, Ontario
Fanshawe College, London, Ontario

Highlights of Professional Development and Certifications

Yorkville University Practicum Supervisors Training	2022
CASWE-ACFTS – Field Instructor Course	2022
Complex Trauma Certification Training Course level 1 and 2 (CCTP/ CCTP-II)	2021
EMDR Basic Training Course completion	2019
CBT level 2 with specialization with children and adolescents- Wilfred Laurier University	2018
DBT- specializing in working with families in Crisis- Counsel Care Canada Learning Solutions	2018
Certified Trauma Specialist, Clinical - National Institute for Trauma and Loss in Children	2018
CBT level 1 Wilfred Laurier University	2016
Hypnotherapy Certification	2015
Professional Practice at its' Best	2014
Motivational Interviewing	2014
Member of the OCSWSSW	2013
Trauma Conference	2013
Social Work Research Day	2010- 2013
Interprofessional Collaboration in Action Workshop	2013
International Representative for Social Work Student Association	2011-2013
Mennonite Training Symposium	2012
ASIST	2012
Anti-Oppression workshop	2012

International Social Work Educational Experiences

Mexico, Mexico City and Cuernavaca	April 2011
China, Guangzhou	April 2012

References Available Upon Request