

LILLIAN YEBOAA OTENG

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V2B7V1, Kamloops, BC.

PROFILE SUMMARY

- Bilingual – Fluent and professional speaking in English and French
 - Over ten years of work experience with various organizations and industries in business and charity.
 - Strong interpersonal skills in communicating and collaborating with co-workers, superiors and clients.
 - Seeking employment with a company that fosters innovation would allow me to use my abilities, expertise, and experiences to advance the firm.
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EDUCATION

Thompson Rivers University

Master of Arts in Human Rights and Social Justice

Jan 2023 – Dec. 2024

Relevant Modules

- Foundations of Human Rights, Indigenous Ways of Pedagogies and Practices, Genocide in the 20th Century, Problem-Solving in the Field, Body Rights: Systems and Social Movements, Emergence of Global Capitalism, Field Experience: Practicum, Master of Arts e-Portfolio, Truth to Power: Promoting Social Change on Stage and Screen, Social Justice and Network Culture: Digital Communications Mediated Identity and Online Journalism

Valley View University

Post Graduate Diploma in Education

Apr 2018 – Jul 2019

Relevant Modules

- *Educational psychology, Principles of guidance and counseling, Educational Statistics, Educational Assessment, Philosophical foundations of education*

University of Ghana

Bachelor of Arts degree in French and Sociology

Aug 2006 – May 2011

Relevant Modules

- *Business French, French Orals and comprehension*
 - *Industrial Sociology, Cultural diversity and Socialization*
 - *Working with individuals and Groups*
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CERTIFICATES

NGO Project and Operations Management – Cambridge Centre for Excellence (Feb 2019)

Certificate in Public Relations, Advertising and Marketing – Ghana Institute of Journalism (Mar 2011)

Diplome d'Etudes Française (Niveau B1 & B2) – Universite Paul Valery,
Montpellier III
(May 2010)

DEL F Niveau B2 – Alliance Française, Accra (March 2016)

WORK HISTORY

Lead Addictions Worker

A New Tomorrow Treatment Solution

Jul 2023 till date

- Provide support in the assessment of clients during intake.
- Support clients ensuring the success of group therapy sessions and psycho-educational groups
- Deliver programming and group sessions for clients
- Assist in Promoting a client-centered, strength-based and trauma-informed, holistic approach to treatment recovery
- Administering medications as and when needed
- Assist in promoting and engaging in collaborative care amongst service users and staff
- Ensuring appropriate specialized care and participating in any assessment in the best interest of the client
- Providing detailed client documentation following the standards of a client care plan
- Respond swiftly and appropriately to medical emergencies including accidents or overdose
- Take part in maintaining the cleanliness of the facility and grounds under Health and Safety standards

INTERIOR COMMUNITY SERVICES

Child and Youth Support Worker, 611 Desmond, PPT **April 2023 till date**

- Provide support for the youth to acquire and maintain life skills necessary for independent living
- Guiding behavior management and educating on adapting behavior and coping techniques
- De-escalating crises using appropriate interventions
- Attending case management meetings
- Providing communication and support to family members, community professionals, and the care team
- Meal planning and preparation
- Maintaining the home including housekeeping, laundry, yard work, etc.
Completing documentation and reporting
- Participating in client-focused recreational and other activities

WIIDOOKODAADIWIN SERVICES

Residential Youth Support Worker (CLBC Outreach and 24hr Living

worker), Jan. 2023 – Mar. 2024

- Perform extended house chores, including cleaning, meal preparation, serving meals, and helping to feed clients.
- Manage behavior of different Youths in different resource facility
- Provide support for surveillance duties and assisting the people in moving around.
- Observing, monitoring, and recording client conditions.
- Assisting with clinical responsibilities.
- Work within a multi-disciplinary shelter team and liaised with other support staff and case managers to promote a supportive and respectful environment.

**Administrative/Finance Assistant
Society for AIDS in Africa**

Feb 2019 – Nov 2022

- Management of Information systems as well as internal and external correspondence.
- Media correspondence for the organization.
- Handled of petty cash.
- Conducted successful Evaluation and Statistical analysis of the International Conference on AIDS and STIs in Africa (ICASA) 2017, 2019 and 2021.
- Handling of email and telephone correspondence of ICASA2019 and 2021 delegates
- Registration of ICASA attendees.
- Budget compliance and cost control for Assigned Projects.
- Report writing and records keeping for organization.

**Administrative Secretary
Akuaba Ghana Ltd**

Nov 2017 – Feb 2019

- Created a comprehensive data entry, processing and filing system.
- Handled internal and external correspondence with expertise.
- Distributed and managed information to the right channels within the organization.
- Planned and scheduled profitable meetings for the manager.

**Public Affairs Assistant
Ghana Cocoa Board**

Sept 2012 – Sept 2015

- Successfully edited social media content.
- Wrote Press releases and e-mail correspondence.
- Coordinated Press Meetings and other Events such as Cocoa Day.
- Monitored Public Relations Industry Trends.
- Responded to public inquiries.
- Maintained Public relations database.

National Service Person Scholarship Department, Ghana Cocoa Board
Nov 2011 - Aug 2012

- Vetting Scholarship application from schools
 - Reconciliation of payment of Scholarship Funds versus Claims
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