

Susanne Harnden

Victoria, B.C.

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CAREER PROFILE

- Over 20 years' experience supporting Deaf, hard of hearing and children, adults and families to increase independence and connection to community
- Over 5 years' experience serving Indigenous families and children
- Over 15 years' leadership experience

EMPLOYMENT/VOLUNTEER HISTORY

Community Outreach Worker and American Sign Language (ASL) Instructor

Island Deaf + Hard of Hearing Centre, Victoria, BC

May 2011 – April 2023

- Managed caseload of over 15 families to provide life skills coaching, interpersonal skills building, literary assistance, instructive self-advocacy, life transition and communication support
- Worked collaboratively with families to assist them in developing and reaching goals towards greater independence and communication access, seeking to understand and respect diverse and individual values and needs
- Increased effectiveness of communication and life skills for over 15 children and their families by coordinating services for home-based ASL and communication strategies instruction
- Initiated ASL classes for the public, creating lesson plans and programming Greater Victoria, resulting in over 75 more hearing people having basic ASL skills and Deaf cultural awareness
- Identified gap in service, initiated, planned and implemented Deaf Movie Nights, allowing for Deaf youth and their families to connect with Deaf adults, increasing support networks for youth and their families
- Increased knowledge of ASL for hearing students ages 13-18 in person and online at the Pacific School of Innovation and Inquiry
- Increased awareness and understanding of Deaf culture amongst hearing people by providing over 12 Deaf awareness training events, parent education workshops, and community events
- Offered timely information, referrals, and support to clients to access government and community resources, setting up and attending appointments with clients as needed in office and in community
- Increased independence and community attachment by working in partnership with families and community agencies to deliver effective case management

Community Support Worker

Lisa and Brenda Edward's Client Support Group Society, Victoria, BC

October 2009 – Present

- Provided high quality personal care and support to a range of clients in various settings
- Increased clients' connection to community and overall wellness by creating systems such as calendars to support healthy daily routines
- Connected client to community resources, achieving short and long-term goals such as reduced isolation and greater sense of belonging in community
- Supported clients to attend medical appointments and ensure they fully understand information presented adapting communication to individual needs
- Maintained accurate documentation and provide detailed reports to family and third parties

President/Secretary/Treasurer (volunteer)

South Vancouver Island Association of the Deaf, Victoria, BC

2000 – 2022

- Created events to increase connection and belonging within the Deaf community
- Coordinated and led board meetings, working collaboratively with multiple stakeholders to produce increased social opportunities for Deaf community members
- Communicated effectively via social media channels to inform members of events, initiatives and meetings
- Increased membership of club through successful communication and coordination of events
- Initiated and implemented fundraising events, increasing viability of club by raising over 2,000 dollars

EMPLOYMENT/VOLUNTEER HISTORY, CONTINUED

Intervenor and Community Support Worker

Community Living Victoria, Victoria, BC

June 2009 – September 2013

- Identified client needs and worked in partnership with staff and others to facilitate skill development, behaviour management, and community involvement
- Supported clients to build healthy relationships within their families and communities
- Provided life skill development through teaching and role modelling to enhance personal growth
- Acted as an advocate and communication partner on behalf of clients to ensure their needs were appropriately met and clients were fully informed
- Assisted clients with personal care, meal preparation, household duties and medical appointments
- Maintained on-going positive relationships with families, caregivers, and team members

EDUCATION

Certificate of Autism Training, 2006

Provincial Outreach Program for Autism and Related Disorders

Community Support Worker Certificate, 2006

Camosun College, Victoria, BC

Business Edge Diploma, Basic Financial Management Program, 2002

Royal Roads, Colwood, BC

RECENT TRAINING

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| Indigenous Canada Course, University of Alberta | Presently Enrolled |
| Intervention Training Conference, BC Early Hearing Program, Vancouver, BC | 2012 – 2021 |
| ASL Parent-Child Mother Goose Program, IDHHC, Victoria, BC | 2020 |
| Sign Language Instructor Training, BC Early Hearing Program, Vancouver, BC | 2012 |
| “Clutter Workshop,” Well Being Program, Vancouver Coastal Health, Victoria, BC | 2012 |
| Motivational Interviewing Change Process, IDHHC, Victoria, BC | 2012 |
| “The Four Agreements,” Well Being Program, Vancouver Coastal Health, Victoria, BC | 2011 |