

# Aggie Nakitende

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## PROFILE

Dedicated social worker and women's rights advocate with 8+ years of experience supporting marginalized and vulnerable populations. Proven track record in crisis intervention, trauma-informed care, and empowering women facing homelessness, health challenges, and discrimination. Combining hands-on caregiving experience with strong advocacy skills to create safe, dignified environments where women can rebuild their lives. Seeking to contribute compassionate support and cultural sensitivity as a Support Worker at Cornerstone Women's Shelter.

## SKILLS

- Strong communication skills, interpersonal skills and active listening abilities
- Compassionate, empathetic, and non-judgmental approach
- Commitment to confidentiality and ethical practice with cultural sensitivity
- Flexible, patient, and adaptable to various needs
- Crisis intervention finding immediate solutions to a problem
- Ability to work long hours wherever there is need
- Quick learner, team player with excellent problem-solving skills
- High level of professionalism and emotional intelligence
- Proficient in health monitoring and providing personal care
- Effective time management and task prioritization

## PROFESSIONAL EXPERIENCES

### Personal Support Worker

*Elmsmere Villa Retirement Residence* | Ottawa, ON | November 2024 – Present

- Provide dignified personal care including assistance with hygiene, toileting, and mobility for up to 15 residents daily
- Support residents with meal assistance, ensuring adequate nutrition while respecting individual preferences and dietary needs
- Maintain clean, safe living environments through comprehensive housekeeping and infection control practices
- Foster independence while ensuring resident safety during transfers and mobility support
- Demonstrate compassion and respect in all interactions, maintaining resident dignity at all times

### Social Support Worker

*Kampala HIV+ Women's Group* | Kampala, Uganda | 2015 – 2023

- Delivered trauma-informed counseling and emotional support to 50+ HIV-positive women experiencing stigma, discrimination, and psychological distress
- Conducted community education initiatives to combat stigma and promote inclusion of HIV-positive women in society
- Provided crisis intervention for women experiencing suicidal ideation, successfully preventing multiple suicide attempts through active listening and safety planning

- Facilitated resource navigation by connecting clients with medical services, counseling, and specialist care
- Supported medication adherence by addressing barriers to antiretroviral treatment through counseling and encouragement
- Advocated for clients experiencing domestic rejection and social discrimination, engaging family members and community leaders in awareness campaigns

### **Counselor**

*Kampala Prostitutes' Association* | Kampala, Uganda | 2017 – 2021

- Created safe, confidential spaces for sex workers to discuss workplace safety, health concerns, and emotional challenges
- Provided non-judgmental emotional support and crisis counseling to women experiencing trauma and discrimination
- Connected clients with harm reduction resources, including access to condoms and sexual health services
- Led community education initiatives challenging stigma and promoting understanding of sex workers' rights and circumstances
- Advocated for equitable treatment by addressing societal double standards and discrimination

## **VOLUNTEER EXPERIENCE**

### **House Host**

*Matthew House Ottawa* | Ottawa, ON | October 2024 – Present

- Manage daily operations and activities for 8 refugee residents in transitional housing
- Facilitate conflict resolution and mediate disputes to maintain a harmonious living environment
- Coordinate household responsibilities including meal planning, cleaning schedules, and maintenance
- Lead bi-weekly house meetings addressing resident concerns, house operations, and collaborative decision-making
- Prepare comprehensive weekly reports for management documenting house operations and resident progress

### **Volunteer Client Services Coordinator**

**Matthew House Ottawa | Ottawa, ON | July 2024 – September 2024**

- Assisted refugee families with furniture selection and home setup, ensuring cultural sensitivity and individual needs were met
- Managed donation processing and maintained organized, welcoming showroom environment
- Provided training to volunteers on culturally responsive customer service practices
- Tracked inventory, managed receipts, and maintained accurate financial records
- Coordinated purchasing trips to ensure adequate inventory for client needs

### **Caregiver & Facilities Support Volunteer**

**Sanyu Babies' Home | Kampala, Uganda | 2021 – 2023**

- Provided compassionate daily care for children including feeding, bathing, and hygiene routines
- Maintained clean, safe living spaces through comprehensive cleaning and organization of bedrooms, bathrooms, and play areas
- Collaborated with staff to meet the specialized needs of children with disabilities
- Ensured health and safety standards were consistently maintained across all facilities

## **EDUCATION AND TRAINING**

<b>First aid &amp; CPR certificate</b>	<b>November 2024</b>
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<b>PSW Certificate</b>	<b>November 2024</b>
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<b>Home Care Assistant Certificate</b>	<b>November 2024</b>
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<b>Post Graduate Diploma In Human Resource Management</b>	<b>2014</b>
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Uganda Management Institute (UMI) - Kampala, Uganda

<b>Bachelor's Degree in social work &amp; social administration</b>	<b>2011</b>
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Makerere University Business School - Kampala, Uganda