

Tanya Gandhi

COMMUNITY SHELTER WORKER – Crisis Intervention, Behavioral Observation, Emergency Protocol

✉ tanyagandhi08@gmail.com

☎ +1 (905)-325-8984

📍 [St. Catharines](#)

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SKILLS

- **Crisis Response & Documentation:** Applied de-escalation protocols and logged client crises in shift records.
- **Conflict Resolution Procedures:** Addressed inter-resident disputes using structured shelter conflict protocols.
- **Client Intake & Housing Access:** Completed shelter registration, ID support & housing application process.
- **Community Referral Systems:** Referred clients to mental health, legal & social services using support tools.

WORK EXPERIENCE

Crisis Responder

March 2023 – Present

Distress Centre Niagara

St. Catharine's

- Responded to 120+ monthly crisis calls, recorded client issues in digital logs, and revised call outcomes as per policy, ensuring accuracy in shift records for 100% of completed interventions during each 4-hour volunteer shift.
- Escalated 30+ risk situations using ASIST protocols, created referral reports, and followed up with inter-teams for documentation; maintained a 100% compliance rate with critical response policies and call tracking workflows.
- Facilitated housing, legal, and medical referrals for 80+ callers monthly using live support databases; registered outcomes in call logs, improving inter-agency coordination and increasing referral efficiency by 35% 6+ months.

Shelter Intervention Worker (Volunteer)

December 2024 – April 2025

Southridge Shelter

St. Catharine's

- Created intake files for 50+ new guests, delivered registration forms, entered resident info into software; maintained files in line with reporting protocol followed during 100% of on-shift registrations and guest interactions.
- Conducted 250+ safety rounds and room inspections, documented findings in daily logs, escalated 10+ facility concerns; updated records during 100% of assigned overnight shifts to ensure fire safety and cleanliness audits.
- Explained shelter policies to 100% of incoming guests, collected 50+ signed acknowledgment forms monthly, and archived documents in compliance logs to meet accuracy for inspections and resident onboarding procedures.

Intake Specialist

January 2024 – December 2024

Centre for Interpersonal Relationships

St. Catharines

- Processed 40+ weekly client intakes by conducting eligibility screenings, documenting presenting concerns, and coordinating bookings through EMR systems, ensuring clinical assignment accuracy and appointment continuity.
- Recorded and monitored 150+ monthly appointments using CRM systems and internal scheduling platforms, reconciling cancellations and reschedules while aligning with therapist caseloads and availability parameters.
- Initiated over 100 monthly billing workflows, verified client payment records, and flagged discrepancies in compliance documentation while maintaining data integrity across secure intake, finance, and consent databases.

Summer Camp Counsellor

June 2023 – September 2023

YMCA of Niagara

St. Catharine's

- Managed daily programs for 40+ campers, tracked behaviors for 12+ children with IEPs, and documentation aligned with YMCA logs, ensuring 95% accuracy in participant records and individualized support plans.
- Monitored 60+ activity sessions across 10 weeks, flagged 20+ risk incidents & completed behavior logs for escalation per YMCA protocol, contributing to a 100% incident logging rate during high-needs camper interactions.
- Managed camper schedules across 4 blocks, updated supervisor reports after each shift, and ensured compliance with program timelines, resulting in 98% on-time activity transition across 200+ total sessions during term.

PROJECT EXPERIENCE

Attention Measurement

Research Assistant, Brock University

- Collected data from 30+ participants weekly, tracked trends, and logged sessions per shift-based schedule.
- Documented 100+ observations, supported 10+ team transitions, and ensured adherence to safety protocols.

EDUCATION

Bachelor's Honours Degree in Psychology

September 2021 – April 2025

Brock University, St. Catharines, Canada

CERTIFICATIONS

- Applied Suicide Intervention Skills Training (ASIST)
- Safetalk Certification
- Be There Mental Health Support Certificate
- CPR Level C with AED
- WHMIS 2015 – Workplace Hazardous Materials Information System
- Harm Reduction Training in the Homelessness Sector