



ANNA FEDOSEIENKO

WORK EXPERIENCE

Charitable Foundation "ROKADA"

MAY 2024 - DECEMBER 2024

Protection case manager

- Conducting social assessments, identifying needs, and providing social support to internally displaced persons (IDPs) and vulnerable groups, including survivors of gender-based violence (GBV) and mine-explosive injuries.
- Case management for survivors of GBV, providing social support, counseling, ensuring safety, and legal protection.
- Managing over 30 cases of survivors of mine-explosive injuries, offering comprehensive support, including medical, psychosocial, and social assistance.
- Collaborating with the Medical and Social Expert Commission (MSEC) for assessing the condition of survivors and ensuring the receipt of appropriate medical evaluations.
- Communicating with law enforcement agencies for documenting cases of mine-explosive injuries and protecting the rights of the survivors.
- Representing the interests of IDPs and survivors of mine-explosive injuries in various government structures, including the Ministry of Veterans Affairs.
- Conducting information sessions for IDPs on critical topics such as opening a sole proprietorship (FOP), employment support, and access to medical and social services.
- Assessing risks and vulnerabilities among beneficiaries, with a particular focus on individuals at high risk, including survivors of violence, people with disabilities, single parents, and individuals with special needs.
- Conducting interviews with beneficiaries to identify their needs and providing support in resolving social issues such as employment, access to medical and psychosocial services.
- Collaborating with local social services and other organizations to ensure comprehensive support for IDPs.
- Preparing and submitting reports to the project coordinator, maintaining internal documentation.
- Assisting in the development of communication materials on protection and service delivery, ensuring access to these materials among stakeholders.

SUMMARY

A social work specialist with extensive experience in developing and implementing programs for support and assistance. I have considerable practical experience in working with different groups of the population, in particular with vulnerable categories. Mastered the experience of organizing and managing social projects, as well as cooperation with public organizations and partners. My skills include empathy, tact and the ability to work in emotionally draining situations. Ready to provide effective support and assistance to achieve positive results in the field of social work. Able to function effectively in conditions of change, quickly adapting to new conditions and tasks.

SKILLS

- Effective reporting according to organizational procedures.
- Experience in finding partners for shelters.
- Competence in creating and managing various types of documentation.
- High communication skills to advise team members and collaborate with other units.
- Accuracy and attention to detail.
- Ability to perform tasks in a timely manner
- Neutralization of conflict situations.

English - A2

Polish - A2

Russian - Fluent

CONTACT

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Triangle Generation Humanitaire in Ukraine

FEBRUARY 2024 - MAY 2024

Case manager

Case management/Individual assistance:

- Identification and assessment of protection needs for persons in the Lviv region.
- Develop protection plan and referral to service providers.
- Manage data and enforce security standards.
- Capacity development: Assistance in developing the capabilities of new employees and partners
- Coordination: Participate in internal and external meetings and represent TGH.
- Keeping records and performing other tasks at the request of the manager.

HIAS, GBV Associate

FEBRUARY 2023 - DECEMBER 2023

Proactive and purposeful specialist in social work and case management, with successful experience in organizing HIAS as GBV Associate. My task was to provide psychosocial services to persons affected by gender-based violence (GBV), as well as to perform a wide range of duties in the field of social work, the development of public organizations and conduct more than 30 trainings.

Main responsibilities and achievements:

- Providing case management and social support, focusing on the needs of GBV victims and ensuring their safety.
- Development and implementation of individual plans for each client, ensuring the implementation of certain tasks.
- Manage confidential referrals and provide necessary support to victims.
- Creation and updating of service maps for effective referral of clients to highly qualified providers in the fields of medicine, law, economics, asylum and mental health.
- Development and conduct of mutual assistance groups for victims of GBV
- Mentoring NGOs to support their development and strengthen their role in the provision of services.
- Active search and attraction of potential partners for signing memorandums of cooperation and implementation of projects.
- Regular preparation and presentation of weekly and monthly reports on the development of mutual assistance groups, the success of mentoring and the results of the search for potential partners.
- Conducting training for government agencies and non-governmental organizations (CF/NGO/NGO) on gender-based violence and the provision of social services, including GBV Case Management Training.
- Development and implementation of a psycho-educational program to protect and empower women.

MORE INFORMATION

Computer skills:

Microsoft Office programs (Word, Excel, Access, PowerPoint, Outlook), Photoshop, CRM and KOBO.

Actively participated in the national scout organization "PLAST."

Hobbies: tourism and sports.

Personal qualities:

Sociable, punctual, has a creative approach to decision-making and solving tasks. She had her own musical group.

PRACTICAL EXPERIENCE

Introductory practice (bachelor's level):

Insurance company "ASKO"

- Getting a first look at work in the field of insurance.
- Study process and functions of the insurance company "ASCO."

Charitable Foundation

"Space without conflict"

- participation in charitable projects and fund events, work on events, aimed at peacebuilding.

Lviv Regional Clinical Psychiatric Hospital

- Familiarization with work in psychiatric institution.
- Collaboration with medical staff and participation in psychiatric programs.

West Ukrainian Center

"Women's Perspectives"

- Familiarity with the work of the organization, that aims to support and protection of women's rights

WORKSHOP 2011-2012

Lviv City Training Dzherelo Rehabilitation Center and Sambir educational colony for minors Sambir

- Gaining practical experience in Training and Rehabilitation Center and an educational colony for minors.
- Work on programs and measures for rehabilitation and socialization of youth (including provision of groups as facilitators and mediator)

MY RECOMENDATION

Eugenia Dzekun

GBV Officer (HIAS) - GBV Coordinator (CARE)

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Charitable Foundation "Right to Protection" JULY 2022- JANUARY 2023 Caseworker

- Conducted social visits to shelters and hospitals in Lviv and surrounding regions to assess needs and provide social assistance to vulnerable groups.
- Successfully supported over 200 beneficiaries, delivering tailored social services, facilitating document recovery, and ensuring access to state support.
- Assisted in navigating state systems to secure benefits and employment for IDPs.
- Collaborated effectively with local social services and represented beneficiaries' interests with governmental bodies.
- Developed individualized social support plans, evaluated beneficiary needs, and provided ongoing support for implementation.
- Contributed to project success through regular team meetings, documentation, and the expansion of a network of local partners.

Lviv City Center of Social Services for Families of Children and Youth Caseworker

- Monitoring, drawing up acts of needs, making social visits, informing, providing various services in the field of social work.

Juvenile Probation Center 2015 - 2017

Caseworker

- Working in the formation of the "Probation Center for Minors" in Lviv in the framework of cooperation between the Criminal Executive Service of Lviv.

Event Coordination and Project Management in Cultural and Charity Sectors

Project Coordinator

Lviv Palace of Arts 2009

- Workshop Organization: Coordinated workshops on crafting New Year's costumes in public schools, orphanages, and youth organizations.
- Charity Concert Co-organization: Collaborated in organizing the charity rock concert "Give Me a Holiday" and costume-themed events. Supported event preparations, directing proceeds from ticket sales to children's institutions.
- Photo Projects and Interactive Events: Organized the "Give Me a Holiday" photo quest and curated a subsequent photo exhibition based on the project.

EDUCATION

Lviv Polytechnic National University

MASTER IN SOCIAL WORK, 2014

Master thesis: "The activity of public organizations as a factor in the development of civil society (on the example of the national scout organization of Ukraine" PLAST)".

Lviv Polytechnic National University

BACHELOR OF SOCIAL WORK, MAY 2013

Bachelor thesis: "Organization of charity events as a method of social work in the community."

PEDAGOGICAL PRACTICE

EDUCATIONAL INSTITUTION "LVIV HIGHER VOCATIONAL SCHOOL OF INFORMATION AND COMPUTER TECHNOLOGIES

TEACHER OF SOCIAL WORK (SEPTEMBER 2014)

- Gaining pedagogical experience in the field of social work.
- Organization and conduct of pedagogical classes.

PEDAGOGICAL PRACTICE IN THE GALYCKY DISTRICT ADMINISTRATION OF LVIV (2013-2014):

- Organization of a new archive to ensure the efficient operation of the office.
- Advising beneficiaries on social support.
- Development and management of tables of combatant and ex-combatant, provision of various social assistance for individuals and their families
- Participation in work with persons who were in captivity, provision of psychosocial support.