

Karina Nadine Wallace

karinawallace23@gmail.com

206-698-1645

2003 NE 117th st, Seattle WA 98125

EXPERIENCE

Community Programs Manager | *Facing Homelessness* | Seattle, WA

October 2019- To present

Community Outreach and Program Management

- Plans, facilitates, and evaluates high quality outreach programs and educational opportunities for community members interested in engaging with the issue of homelessness and those experiencing it.
- Assesses community needs and interests for engagement and education
- Aligns community outreach and education opportunities with the organization's strategic goals and capacity
- Develops evaluation strategy for community outreach and education initiatives
- Facilitates Facing Homelessness Orientations and training opportunities for Window of Kindness and BLOCK Project stakeholders (as they relate to homelessness, community health, and relationship building)
- Seeks and gives community talks about homelessness, how to get involved, and the Facing Homelessness mission and philosophy (schools, employers, churches, community groups)
- Participates in community groups, forums, committees, and events
- Engages compassionately and respectfully in difficult conversations with community members with different perspectives around the homelessness issue
- Leads individual and small-group coaching conversations with community members and prospective volunteers

Client Engagement and Management

- Works closely with clients 1-1 and provide support with resource navigation (free ID cards, food banks, clothing, case managers, etc)
- Manages the Window of Kindness, including the procurement and sourcing of supplies
- Responds promptly and compassionately to emails, phone calls, and in-person inquiries and requests from people living outside
- Has knowledge of goods and services available to people living outside, making informed referrals to other service providers when appropriate
- Seeks out team trainings to strengthen the organization's ability to serve our neighbors living outside

Volunteer Training and Management

- Designs and manages Facing Homelessness volunteer initiatives that bring together community members living inside and outside

- Develops new opportunities for volunteers to engage with Facing Homelessness as community needs are assessed

Leadership and Strategy

- Promotes the vision of Facing Homelessness within the community
- Consistently delivers exceptional service to clients, volunteers, and community partners
- Identifies strategic and tactical issues and opportunities related to community engagement, and develops effective solutions to support the organization's vision and mission
- Collaborates with team members to support shared goals
- Supports organizational data collection, qualitative and quantitative, to assess success of Facing Homelessness program

Volunteer Coordinator/ Sales Representative | *Ten Thousand Villages* | Seattle, WA

March 2015- October 2019

- Key holder of Ten Thousand Villages
- Source and recruit volunteers through various techniques (databases, email, social media)
- Communicate frequently with volunteers to ensure they are satisfied and well-placed
- Establish and strengthen community partnership and leadership roles
- Open and close store, follow everyday guideline procedures that are given
- Greet and engage customers with a loving attitude, and demonstrate outstanding customer service
- Promote cooperation and interest
- Cleaning and organizing merchandise to promote artists' crafts
- Create decorative signs for displaying items and community events
- Use POS retail software, function sales correctly and appropriately
- Demonstrate and teach the past, history and present importance of a non- profit organization

Guest Services Associate | *Best Western Hotel* | Everett, WA

September 2016- January 2017

- Greet walk in guests and guests with reservations when they arrived at the front desk
- Registered and booked guests in and out of their rooms, while accommodating any other special requests
- Schedule special services
- Refer guest's to local amenities and venues
- Rightfully handled the hotel register
- Followed a set of guidelines every day
- Communicated with guests with absolute care
- Communicated understanding with quality customer service
- Set wake up calls

SKILLS

- Attention to detail
- Compassionate, empathetic, and willing to try new things
- Good listener and communicator
- Cooperative, team oriented, works well with others
- Appreciate and readily accepts feedback, will put feedback on focus
- Great skills with writing
- Open to try new challenges and ideas
- Reliable, doesn't miss work
- Ability to step back and step up when needed
- Flexible, open to change
- Passionate about work
- Ability to see challenges in hidden areas
- Knowledge in de-escalation and harm reduction
- Good speaker and presenter
- Independent, goal oriented
- Eagerness to do more

EDUCATION

Successfully completed GED | Learning Center North | Shoreline, WA

February 2016