



As a Personal Development Plan Worker I provide support for homeless women and women with children.

We assess their eligibility for intake into our shelters, aid in finding secure and appropriate housing that meet their needs and assist them in setting short and long term goals. We also connect them with community resources that may be of some assistance for them.

There is no such thing as a “typical” day in this field. Every day brings new challenges. It can range from a quiet shift where everyone appears to be grounded to having to attend to emergency or crisis intervention. That is why I try to bring a non-judgemental and open minded attitude to the job. I try to show compassion, positivity, empathy and treat everyone equally. I provide a good ear and sense of humour. Hopefully my dedication and commitment to assist these women will help them to move forward in their lives.

One time there was this lovely lady that had just moved to Canada. She seemed so sad but within a few days of her stay in the shelter she started to smile and be hopeful again. She gained confidence and accomplished a lot. She ended up moving to her own place and was once again alive. I will never forget her as she was the end result of the love and care my co-workers and myself provided. She taught me a lot of how valuable life itself is. Even though one may not have lots of material things; one can accomplish a lot with faith and support.

Rosemary Menendez is a Personal Development Plan Worker with the Salvation Army, Belkin House. She has been in this field for about nine years.

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