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June-July 2010

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Lisa Henhawk: GREAT client

By L.M. VanEvery



Life can throw you curves sometimes. In December 2006, life threw Lisa Henhawk, 41, one huge curve. Just weeks before Christmas, Lisa suffered a heart attack. She was only 37 years old. Lisa spent the next several months recuperating and unable to work. When she felt better, she decided she couldn't return to the job she previously held at a local factory so she visited **GREAT** to see if they could help.

Lisa had always been interested in careers in the healthcare field so she worked with **GREAT** Program Officer, Sheila Hill, who guided her to research specific healthcare jobs that had a high employment rate. Lisa decided she'd like to train to become a medical receptionist. "I wanted specialized training," she said. Through her research, she had found that this was a position in high demand in the healthcare field.

GREAT helped Lisa with her tuition and training allowance and she graduated in 2007 from The Medix School in Brantford able to join the team of a medical office. Lisa praised the course because the course focused on other areas and she studied more than office procedures. "It was an interesting and well organized course," she said. "I was able to study anatomy and computers."

Lisa graduated from the program and worked at a placement in the community for six weeks. Once she completed her placement, she was hired part-time at the White Pines Wellness Centre. Soon a full-time position became available and Lisa applied for the job. She admits she didn't do well in the interview and her resume may have needed work. She decided to visit **GREAT** again to see if they could help her improve her interviewing skills and give her tips on resume writing.

Marjorie Henhawk helped Lisa focus her resume to suit the job she was applying for. She helped her feel more comfortable with being interviewed so she was ready for her next job interview. In October 2008, a position opened up at Gane Yohs Community Health Centre and Lisa applied for the job. She was successful and is the friendly face you see at the receptionist desk when you visit the centre. Lisa says she found a big difference between the first interview and the one she was successful at. With **GREAT's** help, she was able to gain confidence in the interview process and focus her resume to suit a particular job.

Lisa is now working in the field of her choice. She is responsible for scheduling appointments for five doctors and one specialist. She greets approximately 100 patients per week and keeps all the patient files in order. "Time flies at my job," she says. "The job is fast-paced and everyone is great to work with." The most challenging part of her job is that she's unable to accommodate everyone. The centre is not a walk-in clinic so there are challenges in dealing with so many personalities. Lisa has learned that she works well in crisis situations like the H1N1 mass immunization event that happened recently. Lisa says she would not hesitate to return to **GREAT** in the future. "**GREAT** has a lot of resources that people may not realize are there. You just have to ask," she says. "I'm glad I did."

To learn more about how to apply for any of the multitude of services they offer, contact **GREAT** today.

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