

JESSICA CLAIRE

Montgomery Street, San Francisco, CA 94105 ♦ (555) 432-1000 ♦ resumesample@example.com

SUMMARY

Compassionate Family Advocate proudly offering over 20 years' experience making home visits, providing assistance to families of children with disabilities and facilitating partnerships within the community. A highly trained professional promoting respect for all cultures. Offering exemplary time management skills, creative problem solving skills and the ability to be calm in tense environments.

SKILLS

- Relationships and rapport
- Crisis services coordination
- Family needs assessments
- Parenting education
- Case management
- Training and Development
- Client advocacy
- Community referrals
- Relocation protocols
- Home visits
- Supervised visitation

EXPERIENCE

Behavioral Health Family Advocate, 07/2017 - 07/2020

Marine Corps Community Services – City, STATE

- Served as liaison between students, homes, schools, family services, child guidance clinics, courts, protective services, doctors and other contacts to help children facing problems such as disabilities, abuse or poverty.
- Conducted home visits and kept in contact with families to determine necessary services and make treatment recommendations applicable to the Marine Corps Order 6400.01 Air Station (MCAS) policies, Federal mandated policies and all local national policies per Status Of Forces Agreement (SOFA).
- Identified appropriate community resources and provided referrals for services (specifically local national agencies, SOFA/Contractors/Active Duty spouses and nationally blended families).
- Facilitated workshops and classes to provide support to the MCAS community (i.e. provided Anger Management, Child Abuse & Intimate Partner Abuse weekly weekly, and spearheaded monthly Awareness outreach campaigns etc.)
- Delivered in-depth training and mentoring for 120 Unit Victim Advocates (UVAs).
- Maintained records of victim contacts for use in emergency or crisis situations.
- Informed victims about legal, law enforcement and Marine Corps Command processes.
- Provided guidance with expectations and timelines, Victim's Rights, referrals to allied agencies and assisted clients with filing protective orders and fill out the Transcompensation packets for submission if applicable.
- Utilized task prioritization and data organization skills to effectively manage large caseload.
- Routinely checked community agencies for additional resources applicable for family assistance.
- Attended hearings with victims to provide emotional support.
- Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.

Juvenile Education & Truancy Officer, 04/2013 - 01/2017

DavonnaSarpy County Sheriffs Office – City, STATE

- Worked with therapeutic teams to facilitate counseling and group discussions for juveniles.
- Completed daily reports.
- Collaborated with probation officers, school representatives and other key individuals in community to support adolescents and their families.
- Observed and recorded the progress of each juvenile offender.
- Recommended probation conditions to court, including drug treatment, vocational rehabilitation and mental health programs.
- Arrested and transported probationers and parolees in violation to ensure compliance with court protocol.
- Assisted probationers with resolving housing, employment and social services problems.
- Aided senior leadership during executive decision-making process by preparing offender reports for corrective action planning.
- Completed statistical analysis by developing, updating and maintaining statistical and related records and reports.
- Developed professional relationships with offenders through home, school, detention and community visits.
- Observed and recommended special community services rehabilitation to support offenders.
- Managed full-cycle caseloads, including pretrial, pre-sentence and client supervision.
- Offered transitional services for program offenders, including referral to appropriate community agencies and organizations.
- Counseled adult felony offenders with legal, substance abuse, mental health, employment and personal problems.

Victim Advocate Coordinator, 07/2010 - 02/2013

Army Community Center – City, STATE

- Coordinated assistance from military, government and civilian organizations to assist customers experiencing hardships.
- Identified gaps in current services and developed relationships with potential providers, including charitable organizations, schools and government agencies.
- Co-Chaired Sexual Assault Response Review Board (SARB) with Installation Commander to understand and meet diverse needs, providing frequent feedback on front-line operations and recommending improvement strategies.
- Expanded program outreach by delivering talks all allied agency groups.
- Conducted home visits to gather information regarding overall family health and feedback about program services satisfaction.
- Partnered with clients to develop reachable goals and reasonable action lists for individualized service plans.
- Monitored documentation procedures to maintain consistent policies and current records.
- Scheduled and conducted workshops and events on local, state and federal resources available to clients.
- Established quality standards for service team members and evaluated progress.
- Built and maintained strong relationships with patients by successfully resolving issues and responding promptly to phone inquiries.
- Located housing and other support services for displaced individuals residing in remote area and mitigate potential high-risk issues.
- Maintained safety protocols to minimize accidents yet maintaining high service standards.

EDUCATION AND TRAINING

Bachelor of Arts: Psychology, 04/2009

Ashford University - San Diego, CA

Master of Arts: Human Development, 04/2010

University of Oklahoma - Norman, OK

CERTIFICATIONS & TRAININGS

- National Advocacy Credentialing Program (Current-2022)
- Applied Suicide Intervention Skills Certified trainer (2021)
- Century Anger Management Certified Group Facilitator (2022)
- National Advocacy Child Prevention (NACP) Certified trainer (2021)
- Darkness to Light: Stewards of Children certified trainer (2021)
- Victim Witness Assistance Program Implementation Trainer (2022)