

JESSICA CLAIRE

- ✉ resumesample@example.com
- ☎ (555) 432-1000
- 📍 100 Montgomery St. 10th Floor

SKILLS

- Administrative Support
- Team Collaboration
- Discovery and Document Review
- Drafting Motions and Disclosures
- Attention to Detail
- Document Preparation
- Effective Multitasking
- Legal Research
- Conflict Resolution
- Verbal and Written Communication
- Client Representation and Advisement
- Legal Case Management
- Policy Knowledge
- Staff Supervision
- Interpersonal Skills
- Courtroom Procedures
- Manual and Policy Review
- Time Management
- MS Office
- Non-Profit Operations

EDUCATION AND TRAINING

Strayer University
DC, WA • 12/2012

Master of Business Administration (M.B.A): Public Administration

Illinois State University
Bloomington, IL • 05/2003

Bachelor of Science (B.S): Criminal Justice Administration

Lincoln College
Lincoln, IL • 05/2000

Associate of Arts (A.A)

CERTIFICATIONS

CPR, First Aid and AED 2022
Advanced Medical

SUMMARY

Hard working and versatile with over 20 years working in public service. Proven organizational skills and knowledge of the legal system. Ability to communicate well with various economic, educational and ethnic groups. Strong leadership qualities and staff trainer capabilities. Skilled at working effectively with different agencies to coordinate information and resolve problems. Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

EXPERIENCE

Great Circle - Advocate
Steelville, MO • 08/2016 - Current

- Assist victims with preparation and drafting of legal documents, for the purposes of obtaining protective/stalking orders
- Assist victims with filing motions, contempt's and modifying current court orders
- Built trust and rapport with victims of violent crimes by remaining calm and compassionate in variety of situations.
- Attended and coordinated interviews or case reviews to manage caseload.
- Receive incoming crisis intervention calls and make proper referrals
- Make outbound calls to clients with updates on case progression
- Accompany victims to court to provide support during hearing
- Completed reports, paperwork and documentation accurately and on time.
- Reached out to individuals via phone, email and SMS to deliver help and support.
- Establish and maintain working relationships with Judges, Clerk of Courts, and coordinate with all other stakeholders
- Coordinate with Certified Family Intervention Program Provider (FVIP)
- Contact victims when a participant has enrolled, completed or been terminated from court ordered Family Violence Intervention Program (FVIP)
- Bill FVIP provider for services rendered throughout the month on monthly basis.
- Develop safety plans and document all pertinent case information into the case worthy system within 48 hours
- In 2022 my coworker and I assisted over 400 victims with filling/drafting Temporary protective orders for the County of Henry and I took over 900 crisis calls.

Juvenile Probation - I, II/Parole Officer
01/2013 - 08/2016

- Referred Juvenile offenders to appropriate community agencies to complete services in compliance with court orders.
- Recommended probation conditions to court, including drug treatment, vocational rehabilitation and mental health programs.
- Managed full-cycle caseloads, including pretrial, pre-sentence and client supervision.
- Assisted with case completion by conducting office, home and school visits to ensure adherence to legal requirements.
- Observed and recommended special community services opportunities to support Juvenile offenders.
- Reported unusual conditions and questionable items to supervisor for corrective action.
- Developed professional relationships with Juvenile offenders through home, school, detention and community visits.
- Checked residential probationers for adherence to curfew and compliance with rules.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.

Development Center - Juvenile Correctional Office II (Sergeant)
City, STATE • 05/2012 - 12/2012

- Participated in the care and custody of 80 juveniles in adherence to Department of Juvenile Justice laws, rules, regulations, and established procedures
- Monitored juvenile's daily activities, weekly programs, and behaviors on an individual and group
- Investigated incidents and prepared reports for Georgia Department of Juvenile Justice.
- Monitored daily activities to identify and manage suspicious behavior, improper conduct and signs of conflict.
- Inspected cells and conducted random searches of common areas.
- Employed de-escalation techniques, verbal commands and physical and mechanical restraints to address unruly inmates.
- Detected potential threats and quickly defused conflicts.
- Maintained clear and open communications with facility areas to support safe operations.
- Supervised residents during meal distribution and intake, recreation time and work-site performance.
- Applied non-violent response tools and physical restraint during problematic situations.
- Maintained inmate logs and entered information into electronic offender record systems for regulatory monitoring.
- Enforced resident behavior management protocols and drafted incident reports for infractions.
- Supervised offender work assignments and evaluated performance for compliance with standard regulations.

Juvenile, Rockdale CSO & HITS - Justice
City, STATE

- Supervise people on community-based sentences, such as electronically monitored home detention, and provide field supervision of youth offenders by conducting curfew checks or visits to home, work, or school
- Prepare and maintain a case folder for each assigned youth offender
- Interview youth regularly to evaluate their progress in accomplishing goals and maintaining the terms specified in their probation contracts and rehabilitation plans
- Conduct pre-hearing and pre-screening investigations and testify in court regarding offenders' backgrounds and recommend sentences and sentencing conditions
- Under general oversight from the Program Manager, leads and directs the day-to-day, field-level operations of the local High Intensity Team Supervision (H.I.T.S) program
- Responsible for the direct supervision of JPO 1 staff members as assigned, ensuring that staff assigned are maintaining and following policy and guidelines, and may be responsible for completing performance evaluations
- Supports the Program Manager in recruiting, developing, and retaining talented H.I.T.S program team members, as well as succession planning and career development amongst the team
- Manages a specialized caseload of committed, designated felony, and/or other cases as assigned by the Department, the program manager, or the local Juvenile Court
- Drives the Department's mission by assessing policy and standards compliance within the H.I.T.S program and works with the Program Manager to support overall compliance throughout the office
- Serves as a lead worker while in the field and in the absence of the program manager
- Establish and maintain community partnerships for community service projects.
- Trained members to develop skills, analysis and commitment toward mission.
- Collaborated with community-based organizations and key stakeholders to address community initiatives.
- Constructed work plans to form support committees, consisting of friends, family, neighbors and co-workers.

ADDITIONAL INFORMATION

- HONORS & AWARDS , Perseverance Award 2013 Georgia Department of Juvenile Justice; Henry Holling Peoria Park District Youth Outreach Community Service 2008; Peoria Park District Family of Distinction 2006 Peoria Citizens Committee for Economic Opportunity; Alpha Chi National Honor Society