

JESSICA CLAIRE

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Professional Overview

Licensed Master Social Worker with 4 years experience in children, youth, and family, mental health settings, working with diverse populations in the field, health care, outpatient, and inpatient treatment settings.

Education

Bachelor of Science: Sociology, 2007

Southern University and A&M College - Baton Rouge, LA

- President of the Sociology Club
- Member of Association for Women Students

Masters: Social Work, 2012

Southern University and A&M College **Southern University at New Orleans** - New Orleans, LA

- Focus: Children, Youth, and Family

Doctorate : Social Work

Capella University - Minneapolis, MN

Experience

Utilization Management Specialist, 06/2014 to 08/2015

Adventist Health System – Palm Bay, FL

- Developed and implemented policies and procedures to meet expectations of the managed care organization.
- Served as Liaison between the Louisiana region and Magellan Health care services and other payers.
- Participated in Community Mental Health and Targeted Case Management program improvement efforts.
- Assisted Clinical Director, Clinical Supervisor and/or clinicians in dealing with issues with HMOs
- Lead the coordinating of intakes and assessments with incoming referrals
- Collaborated with assigned case manager to identify members frequent hospital readmissions
- Monitored the implementation of efficient and effective training manual and operations which included intake processes, authorizations, and best practice concurrent review for each consumer.
- Fostered relationship with outside agencies to collaborate for client care

Mental Health Professional, 02/2013 to 06/2014

Kaiser Permanente – Vista, CA

- Provided intensive mental health in-home and in-school counseling and crisis intervention to children, adolescents, and adults in their natural environment.
- Integrated appropriate use of theoretical framework, concepts and interventions in the field working with consumers.
- Identified and resolves barriers that hinder effective consumer care.
- Developed and implemented behavior management plans, treatment plans, crisis plans and monitored the progress of each client.
- Established close relationships with schools and other community service providers in coordinating services.

Family Service Worker, 02/2011 to 11/2011

Sheltering Arms – Ozone Park, NY

- Developed strategies in support of the individualized Family Partnership Agreements based on the assessment data gathered.

- Facilitated the recruitment and enrollment of eligible families.

Coordinated case management functions with appropriate contract agencies and Head Start staff

- Monitored and maintained statistical records and narrative case notes on individual contacts with children and families.
- Identified, referred and supported of children with special needs.
- Assured provision of supportive services to children and families.

Family Service Worker Intern, 07/2011 to 04/2012

Total Community Action, INC. – City, STATE

- Assisted Family Service Worker in recruitment and enrollment of eligible participants.
- Conducted fieldwork to establish relationship in community and establish and foster relationships to secure community resources.
- Helped maintain participant records within Child Plus Database System.
- Organized and facilitated of Parent Resource Fair.

Head Start Intern, 07/2010 to 04/2011

Total Community Action, INC. – City, STATE

- Monitored and maintained participant records in Fatherhood program.
- Provided research assistance on current social service policies to Director and Programs Managers.

- Acted as liaison at Child Hood Safety and Abuse Reports for Head Start Conferences.

Disaster Recovery Housing Advisor, 05/2008 to 02/2009

ICF International – City, STATE

- Assisted families in securing housing and financial assistance through grant administration with the Louisiana Road Home Program

- Provided clients with professional advice and casework on a wide range of housing and social welfare issues.

- Assisted homeowners affected Hurricane Katrina with rebuilding efforts by conducting face-to-face meetings with applicants, provided counseling and disaster assistance to aid in eGrants software.

- Maintained accurate paper and computerized record of all inquiries and responses.

- Served as a liaison between program management, title companies and applicants qualifying for public assistance grants.

- Implemented policy changes and regular updates for relevant serves to appropriate program participants.

Home Health care Provider, 10/2007 to 02/2011

Community Connections Programs – City, STATE

- Responsible for the assessment, implementation, planning and evaluation for primary care patients.

- Monitored patient condition by observing physical and mental condition, intake and output, and exercise.

- Provided education to patient, family and supplemental caregivers on nutrition, physical therapy & first aid.

- Assisted patients by providing personal services, such as, bathing, dressing, and grooming.

- Performed home management tasks including housekeeping, laundry, shopping and errands

- Maintained records of patients care, condition, progress and problems.

Certifications and Licenses

- Licensed Master Social Worker (Louisiana) #12100

- Certified CPR and First Aide

- Certified Non Violent Crisis Prevention and Intervention (CPI)

- Certified in Trauma Focused Cognitive Behavioral Therapy (TF-CBT)

Skills

Case Management, Counseling, Active Listening, Problem Solving, Public Speaking, Time Management, Team Building, Goal Setting and Implementation, Curriculum Development, Group Instruction, and Critical Thinking.