

ROBERT SMITH

Digital Client Advocate

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To obtain a position as a Service Coordinator that will enable the use of my strong organizational skills, my years of experience in working with clients with mental health and varied developmental disabilities and my ability to work well with children, adults, and families.

OCTOBER 2010 - MARCH 2011

DIGITAL CLIENT ADVOCATE - ABC CORPORATION

- Assisted and supported members in maintaining housing, achieving goals and life recovery.
- Provided intensive case management and outreach with each individual member with a caseload of up to 18 individuals.
- Assisted members in locating referrals pertaining to mental health services, substance abuse, recovery support, and permanent housing.
- Coordinated and lead educational and support groups and monthly events.
- Experienced in working with clients in transitional housing, domestic violence shelters, and homeless shelters.
- Additional Assets Bilingual in Spanish (reading, speaking, and writing).
- Proficient in Microsoft Word, Excel, and PowerPoint.

2009 - 2010

ADVOCATE - ABC CORPORATION

- Petersburg VA
- Medical Center Helps patients by supporting personal hygiene and daily living needs; providing comfort, and monitoring vital signs
- Documents actions by completing forms, reports, logs, and records
- Serves & protects the hospital policies & procedure, federal, state & local requirements, & JCAHO standards
- Update job knowledge by participating in educational opportunities; reading professional publications; participating in professional organization; & maintaining licensure
- Enhances nursing department & hospital reputation by accepting ownership for accomplishing new & different requests; exploring opportunities to add value to job accomplishments
- Advocate for elderly patients; first line of communication between residents and nurses.