

JESSICA CLAIRE

FAMILY SERVICE ADVOCATE

 resumesample@example.com

 (555) 432-1000

 100 Montgomery St. 10th Floor

PROFESSIONAL SUMMARY

Attentive Family Advocate with determination to assist families requiring support and community resources. Empathetic professional with more than 19 years of advocating for people by scheduling appointments, promoting activities that build self-reliance and setting attainable goals. Have experience working with Microsoft Outlook, Word, Excel, Power Point, the Internet and ChildPlus. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- Computerized Tracking
- Home Visits
- Effective Listening
- Reading Comprehension
- Team Meetings
- Development Activities
- Customer Contact
- Abuse and Neglect Reporting
- Resource Referrals

EDUCATION

Carlsbad High School
Carlsbad, CA • 06/1991

High School Diploma

CERTIFICATIONS

- Family Service Credential,
Portage Project-CESA 5 -

WORK HISTORY

City Of Chattanooga - Family Service Advocate

Chattanooga, TN • 10/2010 - Current

- Collaborated with families to assist in growth, development and education to increase potential.
- Visited homes of families and maintained appropriate contact as directed by agency procedures.
- Identified available community resources and programs for families of disabled children.
- Managed heavy caseload of 60 effectively through well-developed time management, organizational and task prioritization skills.
- Built solid and trusting rapport with children and families, fostering trust and communication to meet case needs.
- Documented data and completed accurate updates to case records.
- Interviewed individuals and families to assess needs and provide informational resources.
- Collaborated with community program leaders and advocates to make resources accessible to those in need.
- Completed home welfare checks to align with state and program guidelines.
- Reported child abuse in accordance with legal standards of mandatory reporters.
- Planned, promoted and managed parent workshops on assisting children in attaining academic success.
- Carried out day-day-duty accurately and efficiently.
- Demonstrated respect, friendliness and willingness to help wherever needed.

City Of Chattanooga - Family Service Advocate

Chattanooga, TN • 05/2009 - 10/2010

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- Collaborated with community program leaders and advocates to make resources accessible to those in need.
- Completed home welfare checks to align with state and program guidelines.
- Reported child abuse in accordance with legal standards of mandatory reporters.
- Planned, promoted and managed parent workshops on assisting children in attaining academic success.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Carried out day-day-duty accurately and efficiently.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Worked flexible hours; night, weekend, and holiday shifts.
- Performed duties in accordance with applicable standards, policies and regulatory guidelines to promote safe working environment.
- Maintained energy and enthusiasm in fast-paced environment.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Managed heavy caseload of 48 effectively through well-developed time management, organizational and task prioritization skills.

City Of Chattanooga - Family Service Advocate

Chattanooga, TN • 06/1999 - 09/2006

- Collaborated with families to assist in growth, development and education to increase potential.
- Visited homes of families and maintained appropriate contact as directed by agency procedures.
- Identified available community resources and programs for families of disabled children.
- Managed heavy caseload of 50 effectively through well-developed time management, organizational and task prioritization skills.
- Built solid and trusting rapport with children and families, fostering trust and communication to meet case needs.
- Documented data and completed accurate updates to case records.
- Interviewed individuals and families to assess needs and provide informational resources.
- Collaborated with community program leaders and advocates to make resources accessible to those in need.
- Completed home welfare checks to align with state and program guidelines.
- Reported child abuse in accordance with legal standards of mandatory reporters.
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