

Jessica Claire

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

PROFESSIONAL SUMMARY	<p>Pragmatic social work student with genuine desire to serve others and passion to help people in need. Eager to assist clients with meeting goals. I pride myself with having first-rate client advocacy skills and extensive knowledge of community resources. Recognized for compassionate demeanor and excellent social perceptiveness.</p>								
SKILLS	<ul style="list-style-type: none">Crisis ResolutionCommunity Re-Entry PlanningSustainable SystemsMaintaining Safety StandardsMental Health CarePsychiatric DisordersPatient InterventionTeam MeetingsBehavior ObservationExcellent Customer Service SkillsCoordinating CareCommunity Mental Health ProgramsAdministrative SupportNeeds AssessmentPatient ReferralReading ComprehensionCase ConferencesMedical Records RequestsEncouragement and MotivationPatient Interviews								
WORK HISTORY	<p>FAMILY ADVOCATE 07/2022 to CURRENT</p> <p>Geo Group Inc. Compton, CA</p> <ul style="list-style-type: none">Support clients through crisis and beyondCreate individualized stability plans – crisis intervention, safety plans, harm reductionCoordinated Entry, intakes, documentation and track expendituresCommunity engagement and outreachWork with landlords and property managers to prevent homelessnessDevelop and provide key resources for stabilityPartner with criminal justice system, mental health/SUD providers and all other community support,Fight for social justice and systemic reforms, Ensuring clients' financial records are accurate including reconciling accounts <p>MENTAL HEALTH TECHNICIAN 10/2022 to CURRENT</p> <p>Iconma, L.L.C. Centennial, CO</p> <ul style="list-style-type: none">Performed scheduled patient safety checks and documented results to establish patients' well-being.Observed patient behaviors and mental status and notified RN of unusual or potentially dangerous occurrences.Identified behaviors that necessitated intervention and obtained assistance from qualified personnel to complete intervention.Applied de-escalation and limit-setting techniques to promote patient cooperation. <p>YOUTH SERVICES DIRECTOR 04/2021 to 07/2022</p> <p>Ymca Of Metropolitan Chicago Downers Grove, IL</p> <ul style="list-style-type: none">Worked with youth at community-based, non-profit educational or other organizations.Referred clients to appropriate team members, community agencies and organizations to meet treatment needs.Developed and created programs and monitored effectiveness against individual participant needs.Oversaw staff development through in-depth trainings, workshops, seminars and other learning opportunities.Referred families to shelters, legal resources and educational programs.Recruited, interviewed and hired staff members offering exceptional talent and brought great skills to team.Conducted community workshops to promote different programs and educate public on available services.Assisted Executive Director with researching grants and grant writing tasks.Developed monthly schedules and assignments for volunteer staff.Used critical thinking to break down problems, evaluate solutions and make decisions.Proved successful working within tight deadlines and fast-paced atmosphere. <p>RECOVERY SUPPORT SPECIALIST 05/2021 to 08/2022</p> <p>Hope Network Holland, MI</p> <ul style="list-style-type: none">Per Diam EmployeeMonitor patient activitiesProvide Safety checks by the appropriate level of careParticipate in direct patient care including group facilitation and therapeuticAssist with verbal deescalationPerform Admissions including person's search . <p>FIDUCIARY OFFICER 01/2020 to 10/2020</p> <p>Fidelity Investments Cave Creek, AZ</p> <p>Ensuring clients' financial records are accurate including reconciling accounts.</p> <ul style="list-style-type: none">Overseeing accounts payables for clients based on client fiduciary strategies.Managing public benefits' eligibility including Social Security, Medicaid, Veterans' benefits and the like. <p>ADMINISTRATIVE ASSISTANT 02/2019 to 07/2019</p> <p>General Electric Anasco, PR</p> <ul style="list-style-type: none">Main Line of communication between families , social workers, insurance companies and doctor officesAdministrative DutiesAnswered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.Executed record filing system to improve document organization and management.Scheduled office meetings and client appointments for staff teams.Interacted with vendors, contractors and professional services personnel to receive orders, direct activities and communicate instructions.Monitored supervisor's work calendar and scheduled appointments, meetings and travel.Restocked supplies and placed purchase orders to maintain adequate stock levels. <p>SALES ASSOCIATE 08/2018 to 01/2019</p> <p>Heritage Federal Credit Union Haubstadt, IN</p> <ul style="list-style-type: none">Ensure high levels of customer satisfaction through excellent sales serviceAssess customers needs and provide assistance and information on product featuresWelcome customers to the store and answer their queriesFollow and achieve department's sales goals on a monthly, quarterly and yearly basisGo the extra mile" to drive salesMaintain in-stock and presentable condition assigned areas <tr><td>EDUCATION</td><td><p>Associate Degree In Human Services Social Work 10/2023</p><p>Indiana Wesleyan University, Marion, IN</p><ul style="list-style-type: none">Continuing education into BSW program<p>High school diploma or GED</p><p>Warren Central High School</p></td></tr> <tr><td>CERTIFICATIONS</td><td><ul style="list-style-type: none">CPR/First Aid CertifiedOverdose Prevention FacilitatorSPARK Mentoring FacilitatorCertified QPR InstructorCPI (Crisis Prevention Intervention)DEI (Diversity,Equity and Inclusion)</td></tr> <tr><td>ADDITIONAL INFORMATION</td><td><p>Willing to relocate: Anywhere</p><ul style="list-style-type: none">Willing to relocate: Anywhere, Authorized to work in the US for any employer</td></tr> <tr><td>AFFILIATIONS</td><td><p>I currently serve on the Board of Directors for Youth Connections.</p><p>Active volunteer at "Outreach - 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