

Jessica Claire

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PROFESSIONAL SUMMARY

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.

SKILLS

- Crisis Resolution
- Community Re-Entry Planning
- Sustainable Systems
- Maintaining Safety Standards
- Mental Health Care
- Psychiatric Disorders
- Patient Intervention
- Team Meetings
- Behavior Observation
- Excellent Customer Service Skills
- Coordinating Care
- Community Mental Health Programs
- Administrative Support
- Needs Assessment
- Patient Referral
- Reading Comprehension
- Case Conferences
- Medical Records Requests
- Encouragement and Motivation
- Patient Interviews

WORK HISTORY

FAMILY ADVOCATE 07/2022 to CURRENT

Geo Group Inc. | Compton, CA

- Support clients through crisis and beyond
- Create individualized stability plans – crisis intervention, safety plans, harm reduction
- Coordinated Entry, intakes, documentation and track expenditures
- Community engagement and outreach
- Work with landlords and property managers to prevent homelessness
- Develop and provide key resources for stability
- Partner 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

MENTAL HEALTH TECHNICIAN 10/2022 to CURRENT

Iconma, L.L.C. | Centennial, CO

- 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.

YOUTH SERVICES DIRECTOR 04/2021 to 07/2022

Ymca Of Metropolitan Chicago | Downers Grove, IL

- 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.

RECOVERY SUPPORT SPECIALIST 05/2021 to 08/2022

Hope Network | Holland, MI

- Per Diam Employee
- Monitor patient activities
- Provide Safety checks by the appropriate level of care
- Participate in direct patient care including group facilitation and therapeutic
- Assist with verbal deescalation
- Perform Admissions including person's search .

FIDUCIARY OFFICER 01/2020 to 10/2020

Fidelity Investments | Cave Creek, AZ

Ensuring clients' financial records are accurate including reconciling accounts.

- Overseeing accounts payables for clients based on client fiduciary strategies.
- Managing public benefits' eligibility including Social Security, Medicaid, Veterans' benefits and the like.

ADMINISTRATIVE ASSISTANT 02/2019 to 07/2019

General Electric | Anasco, PR

- Main Line of communication between families , social workers, insurance companies and doctor offices
- Administrative Duties
- Answered 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.

SALES ASSOCIATE 08/2018 to 01/2019

Heritage Federal Credit Union | Haubstadt, IN

- Ensure high levels of customer satisfaction through excellent sales service
- Assess customers needs and provide assistance and information on product features
- Welcome customers to the store and answer their queries
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis
- Go the extra mile” to drive sales
- Maintain in-stock and presentable condition assigned areas

EDUCATION

Associate Degree In Human Services | Social Work 10/2023

Indiana Wesleyan University, Marion, IN

- Continuing education into BSW program

High school diploma or GED

Warren Central High School

CERTIFICATIONS

CPR/First Aid Certified
Overdose Prevention Facilitator
SPARK Mentoring Facilitator
Certified QPR Instructor
CPI (Crisis Prevention Intervention)
DEI (Diversity,Equity and Inclusion)

Willing to relocate: Anywhere

ADDITIONAL INFORMATION

- Willing to relocate: Anywhere, Authorized to work in the US for any employer

AFFILIATIONS

I currently serve on the Board of Directors for Youth Connections.

Active volunteer at “Outreach - Indianapolis.”