

# Jessica Claire

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## Summary

Diversified background in providing services to culturally sensitive issues that involve clients. Proven record of absorbing new concepts easily and adapting to highly demanding situations. Exceptionally strong interpersonal and teamwork skills. Exhibits dependability in performing work and willingness to accept responsibilities. Strong skills in appropriate levels of written and verbal communication necessary in the job description. Combined with abilities to maintain effective and productive working relationships with fellow employees, supervisors and the public.

## Accomplishments

- Facilitated Empowerment through Art classes for survivors
- Facilitated Healthy Relationship classes/Parenting classes
- Increased office organization by developing more efficient data base RPMS
- Coordinated office assistant functions for team of 3 employees

## Education

Associate of Science: Psychology

Truckee Community College - Reno, NV

Associate of Arts: General Studies, 1995

Southwester Polytechnic Institute - Albuquerque, NM

## Interests

Currently serve as a volunteer for the Sexual Assault Response Team (SART), provide support to victims in crisis, document vital information related to assault, and make appropriate referrals available victims.

## Additional Information

- Currently serve as a volunteer for the Sexual Assault Response Team (SART), provide support to victims in crisis, document vital information related to assault, and make appropriate referrals available victims.

## Skills

Peer counseling, customer service, database, documentation, Internet Applications, Excel, e-mail, office, Outlook, Power Point, Publisher, Microsoft Word, Personnel, policies, presentations, safety, transportation

## Experience

Transitional Housing Advocate, 08/2013 to Current

The Spring Of Tampa Bay – Tampa, FL

- Provide case management (goal planning, safety planning, resources, regular home visits)
- Identify barriers to housing to prevent homelessness
- Provide on-going education about domestic violence and sexual assault issues
- Provide advocacy to help victims stay in their home (landlord tenant issues)
- Manage multiple sources of funding through T-housing grant to assist victims

Mental Health Support Specialist, 04/2013 to 08/2013

Wounded Warrior Project – San Antonio, TX

- Behavioral Services.
- Develop service recipient's basic living skills (e.g., social, domestic, and hygiene) through instruction and encouragement.
- Coordinate and maintain service recipient's schedule (doctor appointments, professional team appointments).
- Adhere to service recipient's behavior and health management plans (administration of medication, use of behavior modification techniques).
- Maintain documentation on each recipient served.
- Serve as a good role model to service recipients.

Administrative Assistant, 02/2013 to 05/2013

Tiaa – Fairfax, VA

- Transcribe Tribal Council Meeting Minutes for the Tribal Chairman's office, prepare and submit minutes to appropriate persons and agencies per policy.

Community Liaison, 05/2009 to 09/2012

Amita Health – Lacy Lakeview, TX

- Victims Sevicest Program Conduct all program client intakes and interviews, obtain and maintain information on health and social needs.
- Explain program services, requirements and policy, procedures.
- Obtain and track client data though RPMS.
- Provide case management to victims in the safe house Provide peer counseling to victims in crisis, safety plans, goal plans
- Stabilize victims with family needs through referrals to emergency shelter, childcare, clothing, food banks and to various temporary job agencies.
- Provide transportation and supportive services for clients to appointments and provide court advocacy.
- Coordinate and facilitate Healthy Relationship and Women's Empowerment groups.
- Conduct outreach for the Domestic Violence Program at various events and make presentations to other social services agencies.
- Gather, prepare and submit monthly and quarterly reports.
- Maintain confidentiality per policy.

Elders Support Coordinator, 04/2007 to 05/2009

Fleetpride – Phoenix, AZ

- Elders Program.
- Elder Support Partner.
- Maintain and Track client hours on State System (SAMS); prepare and submit monthly and quarterly reports to the granting agency.
- Conduct all client intakes and interviews, assess each client on homemaker needs.
- Assist Community Health Personnel with monthly luncheons and other elder related duties.
- Provide transportation to the elderly to various appointments.

Technician III, 2001 to 03/2007

State Of Nevada – City, STATE

- Interview and explain laws, regulations and policies to customers.
- Evaluate individuals for physical and mental abilities to operate motor vehicles.
- Oversee technicians who were in training for driver's license for durations of three months at a time.
- Provide customer service tactfully and diplomatically in difficult situations.