

# ROBERT SMITH

## Client Advocate

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### SUMMARY

To obtain a position where my professional skills and experience with computer systems, data entry, records management, office procedures, and customer service will aid management in maintain consistency, standardization, and premier auditing ability.

### CORE COMPETENCIES

Word, Excel, Powerpoint, Outlook.

### PROFESSIONAL EXPERIENCE

#### Client Advocate

ABC Corporation - June 2013 – October 2013

##### Key Deliverables:

- Encouraged a structured environment centered on work and meaningful daily activity for individuals with mental illness and co-occurring substance abuse.
- Engaged in a proactive, recovery-focused plan and provided education on daily living skills.
- Ensured medication was properly distributed and logged in.
- Completed progress notes, service plans, and other clinical paperwork.
- Worked with other staff members in order to help individualize treatment and maintain progress according to residents needs.
- Providing individual support, counseling, family involvement, and using various types of psychotherapy.
- Assisted staff in facilitating house meetings and group activities.

#### Advocate

ABC Corporation - 2011 – 2013

##### Key Deliverables:

- Provided advocacy for victims of sexual assault and domestic violence through in-office crisis counseling and safety planning
- Provided telephone counseling and helped run 24-hour crisis hotline
- Provided legal accompaniment to Family Courts and helped clients with obtaining orders of protection against their batterer
- Accompanied clients to Department of Social Services to help with emergency financial assistance and assistance with obtaining an apartment
- Worked in concert with domestic violence shelters in the nearby area to help victims in desperate need of shelter away from their batterer
- Ran weekly support groups with former and current victims of domestic abuse
- Gave presentations to other agencies and medical professionals in the area regarding signs of domestic and sexual assault as well as ways to best serve those clients.