

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Knowledgeable advocate well-versed in Penobscot Nation Domestic Violence Advocacy and Sexual Assault program operations and requirements. Helps interested individuals complete paperwork and sign up for services. Highly supportive and compassionate to those in need of extra assistance. Been working for the program for almost two years. Have all trainings needed for advocate position.

## SKILLS

- Active Listening
- Implementing Client Care Plans
- Victim Advocacy
- Client Home Visits
- Client Needs Assessment
- Client Assistance Referrals
- Government Subsidy Programs
- Maintaining Client Records
- Teamwork and Collaboration
- Client and Family Interviews
- Confidential Case Documentation
- Family Needs Assessments
- Emotional Support
- Client Screening
- Program Operations
- Compassionate Care
- Community Outreach Programs
- Admissions Processes
- Creative Solutions
- Safety and Risk Assessments
- Crisis Situations
- Therapeutic Services
- Mental Health Crisis Response
- Case File Management
- Supportive Counseling Techniques
- Community Resource Navigation
- Client Intakes
- Scheduling and Appointment Setting
- Advanced Directives
- Program Coordination and Execution
- Grant Reporting

## WORK HISTORY

03/2021 to Current **Penobscot Nation Child /Elder Advocate**

**Legacy Health System – Silverton, OR**

- Worked with clients to improve life choices and maximize benefits of programs.
- Determined needed and relevant interventions based on each client's cognitive abilities and current needs.
- Educated potential participants on available services and processes to engage in program.
- Coordinated referrals and direct support for Elders/Children/and Survivors of violence.
- Identified service gaps and located needed housing and work placement resources for individuals.
- Improved clients' coping with routine life activities such as food budgeting and rental payments.
- Collaborated on program operations and relayed participant feedback for improvements.
- Spoke with Partners for Peace and University of Maine groups to expand community engagement and program outreach.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Carried out day-day-duty accurately and efficiently.
- Worked flexible hours; night, weekend, and holiday shifts.
- 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.
- Worked the support line on a monthly basis
- Participated in outreach events
- Worked independently on furthering education needs and trainings.

06/2016 to 03/2021 **Direct Service Coordinator/Supervisor**

**MAS Medical Staffing – City, STATE**

- Maintained accurate records and full compliance with government regulations and agency guidelines.
- Initiated contact with appropriate service providers to request referrals and followed up to confirm appointments.
- Developed productive working relationships with government agencies and charitable organizations.
- Managed caseload of up to 30individuals and families.
- Managed 15-20 staff
- Upheld client satisfaction by designing accurate and detailed timelines for DLS services and alerting clients of changes.
- 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.
- Worked with senior case managers to coordinate team development activities and trainings.
- Developed and implemented variety of innovative policies and strategies to promote client self-sufficiency.
- Coordinated individual referrals to obtain community services, advocated for client needs and resolved roadblocks.
- Developed monthly schedules and assignments for volunteer staff.
- Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity.
- Carried out day-day-duty accurately and efficiently.
- Designed individualized service plans that took into account clients' goals and preferences.

06/2012 to 06/2016 **Crisis Intervention Specialist**

**CHCS – City, STATE**

- Member of on-call emergency response team for crisis intervention within facility.
- Used skills such as active listening and collaborative problem-solving daily to connect with patients and address concerns.
- Evaluated risk to client or others by gathering information and conducting assessments.
- Built safety plans to lower risk of crisis and intervened in specific manners outlined by procedures.
- Conversed with individuals in crisis which called or texted hotline for assistance.
- Provided emergency response in crisis situations to diffuse tensions and prevent violence.
- Documented risk to each client and context of concerns.
- counseled and helped to stabilize consumers and caregivers in crisis situations.
- Collaborated with counselors, physicians and nurses to plan or coordinate treatment, drawing on social work experience and patient needs.
- Developed and implemented treatment plans and modified according to presentation.
- counseled clients in individual or group sessions to assist in dealing with substance abuse, mental or physical illness or physical abuse.
- Interviewed clients, reviewed records and conducted assessments to evaluate mental or physical condition of clients or patients.
- 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.

## EDUCATION

05/2007

**Bachelor of Science: Child Development Family Relationships**

**University of Maine - Orono, ME**

## CERTIFICATIONS

- CMA - Certified Medication Aide
- First Aid/CPR Certified
- 40 hr Advocate training
- 40hr Advocate hotline training