

## Client Advocate

# ROBERT SMITH

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## Objective

To obtain position in an innovative and challenging environment where my recovery expertise will aid in the growth and success of the company.

## Skills

Medical Assessment, Medication Observation, Microsoft Certified Professional, Microsoft Office User Specialist.

## Work Experience

### Client Advocate

**ABC Corporation** - March 2015 - September 2015

- Assisted in the observation, supervision and monitoring of clients in a residential treatment center.
- Assisted in the daily course of treatment for new and existing clients under the direction of the treatment team.
- Managed and cared for detox and dual-diagnosis clients.
- Ability to quickly and safely de-escalate clients in crisis.
- Ability to respond to emergency medical situations involving clients when necessary.
- Communicated client behaviors to counseling staff/coordinators.
- Responded to client issues according to facility protocol and behavior management guidelines.

### Client Advocate

**Keim Center** - 2013 - 2015

- Keep accurate records of client interactions and follow-up plans; educate clients on all pregnancy available options.
- Provide clients with pregnancy test and resources needed to have a healthy pregnancy.
- Follow up with clients to receive birth records and assemble layettes.
- Conduct pregnancy test and assist with Doppler readings.
- Provide education and referrals related to adoption, post-abortion healing, social services, and other areas of need.
- Provide education and guidance in the area of abstinence, as well as in the area of fetal development and abortion.
- Providing clients with needed material goods such as clothing, cribs, car seats and other baby items.

## Education

Bachelors of Business Administration in Administration and Management - (LeTourneau University)