

JESSICA CLAIRE

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SKILLS

- Strong verbal communication
- Self-motivated
- Budgeting and finance
- Conflict resolution
- Extremely organized
- Team leadership
- Client assessment and analysis
- Staff development

EDUCATION

Schenectady County Community College

Associates Degree: Human Services
Human Services

SUNY Empire State College

Bachelors: Science Human & Community Service Administration
Science Human & Community Service Administration

PROFESSIONAL SUMMARY

Grant Writing Human Resource Duties Case Management Computer Literate in all phases of Microsoft Office Outreach Event Coordination Teambuilding & Training Program Budgeting NYS Regulation Management & Training

WORK HISTORY

Primrose School - Education Director

Phoenix, AZ • 06/2008 - 03/2010

- Renovated and reopened a 40 child early childhood education center.
- Obtained grant funding with team grant writing to obtain several thousands of dollars to provide state of the art furniture and learning materials for under-served, impoverished children residing in the Hamilton Hill/Vale area of the community.
- Supervised, trained and hired all child care staff.
- Identified alternative funding sources when appropriate; grant writing, fundraising, etc.
- Participated in budget/finance planning and management.
- Maintained accurate records for all reporting agencies, both within the organization, and within NYS OCFS and Health Department agencies.
- Promoted the Center in the community, i.e. community fairs, etc.

Right At School - Child Care Director

Winnetka, IL • 08/2007 - 05/2008

- During my appointment, established an 84 child community daycare as a subsidiary of the community center, where I am the acting Director, as well as carried out all functions of existing child care programs previously instituted.
- Responsible for administration and oversight of the daycare center, according to NYS regulations and the NYS OCFS, In addition, responsible for the oversight of five Community Center child care programs; a half day Pre-school program, Elementary and Middle/High School Advantage After-School Programs, which serves 110 children in the Duanesburg School District, and daily fitness daycare.
- Assured accurate billing and payments for all programs.
- Prepares and revises program budgets, works to meet or exceed financial goals.
- Offered presentations on a variety of childcare training topics, including crisis intervention.
- Supervised and trained 30+ employees, as well as, two after school site supervisors and one child care assistant.
- Provided recruitment and selection of all staff, for all programs.
- Maintained grant standards per NYS OCFS for the Advantage After-School Programs.
- Maintain appropriate documentation to meet all grant requirements; grant reporting, OCFS site visits, personnel paperwork and payroll, maintained all records of required employee trainings in accordance with MYS child care regulations.
- Conferred with staff, school staff and families, regarding behavioral issues.
- Collaborated with Duanesburg School administration, i.e.
- Superintendent, Principals and teachers to create quality programming.
- Researched and maintained a vendor base for child based programming, providing age appropriate activities in fitness, environmental and academic learning.
- Successfully marketed the programs to targeted groups.
- Worked collaboratively with the Duanesburg School District and PTSO's for all age groups.
- Worked closely with parents to meet the needs of each student attending the Program, and address all parent concerns.
- Maintained documentation on all children and employees in accordance with OCFS standards.
- When necessary, worked with any outside provider working with the children in the Program to see that all needs were met, i.e., Special Education, teachers, DSS, etc.

Good Shepherd - Prevention Social Worker

New York City, NY • 10/2003 - 08/2007

- Provided intense social work therapy to fifteen Family Development families.
- Responsible for the oversight of thirty-three CPS Prevention families.
- Trained in NYS OCFS Connections reporting, as well as FASP completion.
- Worked in collaboration with the Office of Child and Family Services.
- Advocated for families and foster parents with local human service agencies.
- Center point person for recruitment and intakes for new children and their families.
- Responsible for completion of imperative documentation for permanency hearings, etc.
- Worked closely with children's agencies and mental health providers.
- A member of the Center's Crisis Intervention Team.
- Wrote and received a grant from the County CIP program for an audio system for the Center.
- Organized the first annual Community Resource Fair, with 50+ agencies in attendance.

Town Of Rotterdam - Director of Human Services & Director

City, STATE • 2002 - 09/2003

- Responsible for the oversight of the day to day operations of the Rotterdam Senior Center.
- Supervised five staff members, one Americorp Volunteer and twenty-seven Center instructors.
- Revived, and created new policies and procedures for the Centers Trip Committee.
- Organized and implemented a senior wellness campaign and calendar offering events, programming and seminars geared toward senior wellness.
- Coordinated, and worked collaboratively with Schenectady ARC on transportation for seniors for shopping, and Center involvement and attendance.
- Re-opened the Brass Rail Restaurant, providing affordable, nutritious meals for attending Senior's, as well as the public.
- Worked closely with the Town senior housing complexes to introduce those residing there to the offerings of the Senior Center.
- Point person for Town residents in need of services from local Social Service agencies, as well as, advocacy services when needed.
- Work in partnership with local Human Service agencies for both the senior and Town populations.
- Instituted and organized the first ever Toys for Tots campaign for the Town of Rotterdam.
- Designed and implemented a Town Survey for seniors.
- Responsible for weekly media coverage for senior events.

Schenectady Family Health Services - Case Manager/Outreach Specialist

City, STATE • 03/1997 - 11/2001

- Responsible for the coordination of medical care for 50+ persons living with HIV/Aids, many dually diagnosed with mental illness/drug addiction.
- Performed HIV testing, and pre- and post- test counseling, for the general population.
- Provided results and counseling for those testing positive.
- Developed, performed and evaluated HIV/Aids prevention outreach for Schenectady County through grants from the NYS Department of Health, AIDS Institute.
- Participated in an STI Prevention initiative in collaboration with the Schenectady Health Department (T.H.I.S.
- Program, Teen health Issues in Schenectady), offering Power Point presentations at local agencies and schools.
- Was part of an interdisciplinary team to ensure that program and administrative goals were met.
- Organized and facilitated department events, i.e., National Free HIV Testing Day, and the Community Health Jam.
- Ordered and inventoried all safe sex barriers, agency giveaways and educational literature.
- Oversaw and coordinated application process for medical insurance; ADAP, Medicaid/Medicare, Public Assistance, Section 8 Housing, SSI/SSD, mental health services and other services as needed.
- Educated patients on treatment adherence issues and medication side effects.
- Educated the public on how to properly use safe sex barriers.
- Discussed alternative methods of safe sex, i.e., abstinence.
- Assessed and referred for drug/alcohol treatment, mental health services and support group participation.
- Linked PLWA's and medical providers for prescription renewals, medical appointments, specialist referrals and emergent medical needs.
- Performed weekly prenatal orientation to newly pregnant women and their partners on risk reduction, NYSDOH HIV testing requirements for pregnant women and prophylactic treatments for HIV+ women.

Bel Cibo Fine Gourmet Foods & Spices - Propreitor

City, STATE • 08/2010 - Current

- Carefully interviewed, selected, trained and supervised staff.
- Interacted positively with customers while promoting services.
- Organized special events in the restaurant, including receptions, promotions and corporate luncheons.
- Correctly calculated inventory and ordered appropriate supplies.
- Strategically developed effective marketing plans to increase sales and profits while managing costs.
- Actively participated in ongoing customer service programs to build sales and rapport in the community.
- Promoted a positive atmosphere and went above and beyond to guarantee each customer received exceptional food and service.
- Prepared for and executed new menu implementations.
- Maintained a safe working and guest environment to reduce the risk of injury and accidents.
- Skillfully interacted with external vendors to obtain the best quality in pricing and product.
- Promoted the business through participation in and sponsorship of community events.
- Quickly identified problem situations and skillfully resolved incidents to the satisfaction of involved parties.
- Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant.

SKILLS

academic, administrative, art, agency, audio, billing, budgets, budget, counseling, Department of Health, documentation, finance, financial, fundraising, grant writing, grants, insurance, Director, materials, mental health, Office, Power Point, works, payroll, personnel, policies, presentations, programming, quality, recruitment, reporting, seminars, SSI, transportation