

# JESSICA CLAIRE

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## Summary

Compassionate Case Manager motivated to positively impact program operations and participant success with diligent support. Well-trained in social and support services with dedication to continuously enhancing strategies and optimizing assistance. Highly organized and hardworking with strong attention to detail.

## Skills

- Relationship Building
- Client Assistance Referrals
- Customer Service
- Client and Family Interviews
- Client Home Visits
- Microsoft Access
- Maintaining Client Records
- Collaboration and Teamwork
- Implementing Client Care Plans
- Electronic Medical Record Software
- Program Evaluation and Improvements
- Data Collection and Entry
- Case File Management
- Community Advocacy
- Behavioral Skills Development
- Cultural Sensitivity
- Scheduling and Appointment Setting
- Microsoft Office
- Statistical and Data Analysis

## Experience

### Care Advocate, 03/2021 to Current

#### Rogers Memorial Hospital – Eden Prairie, MN

- Trained facility volunteers on guest relations procedures and patients' rights.
- Adjusted treatment plans based on patient progress and kept to realistic treatment goals.
- Maintained knowledge of community services and resources and referred patients to appropriate organizations.
- Helped patients obtain health care services by setting up referrals.
- Helped protect providers and facility from legal liabilities by proactively assessing risks.
- Prioritized and organized tasks to efficiently accomplish service goals.
- Juggled multiple projects and tasks to ensure high quality and timely delivery.

### Legal Case Manager III, 10/2020 to 03/2021

#### Diakon Lutheran Social Ministries – Pottsville, PA

- Utilized facility database systems to update patient records, transmit prescriptions and transfer files.
- Facilitated ongoing case management services to support successful outcomes and meet stabilization goals.
- Participated in case conferences with multi-disciplinary team to discuss client care planning and progression.
- Protected patient data in alignment with HIPAA privacy protocols.
- Maintain knowledge of clinical information for patient's stay by review of documentation, participate in staffing, attend care conferences, and collaborate with other members of the treatment team.
- Communicated with legal services providers, social services agencies and local judicial systems regarding cases.
- Advocated for members and families to coordinate care and navigate resources within the national health care system.

### Family Support Specialist, 08/2018 to 10/2020

#### Early Learning Coalition Of Palm Beach County, Inc. – Boynton Beach, FL

- Educated clients and families on tools to communicate better and negotiate issues for improved family relationships.
- Demonstrated effective, culturally sensitive engagement with patients, families and partners.
- Conferred with clients to discuss personal options and goals
- Gathered information from custodial parents and documented case history in case management software.
- Worked with community resources to engage families in pro-social activities and help access services.
- Referred family members to outside support options to assist with coping during times of increased stress.
- Met with clients to determine necessary services and make treatment recommendations.
- Explained available housing, domestic violence, employment, education and substance abuse treatment resources.

### Family Services Specialist, 08/2015 to 08/2018

#### Telamon Head Start – City, STATE

- Discussed eligibility requirements for different services to help families gather required information and documentation.
- Completed intake assessments on families to determine service needs.
- Supported needs of at-risk families with housing, food and other critical assistance.
- Protected children by identifying risks and implementing protective actions and improvement plans.
- Monitored program activities and participation to assess utilization and close service gaps.
- Identified appropriate community resources and provided referrals for services.
- Entered client data in centralized database and maintained up-to-date case records for all clients.
- Referred family members to outside support options to assist with coping during times of increased stress.
- Explained available housing, domestic violence, employment, education and substance abuse treatment resources.
- Met with clients to determine necessary services and make treatment recommendations.
- Facilitated parental workshops and classes to provide support to children in achieving school and academic success.
- Assigned, administered and monitored social work cases for individuals and families.
- Managed parent support groups addressing topics such as positive discipline and parenting styles.

## Education and Training

### Bachelor of Science: BEHAVIORAL SCIENCES, 05/2017

#### WILMINGTON UNIVERSITY

### Associate of Science: HUMAN SERVICES, 05/2015

#### DELAWARE TECHNICAL COMMUNITY COLLEGE

## Languages

Spanish:

Negotiated:

English:

Negotiated: