

JESSICA CLAIRE

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PROFESSIONAL SUMMARY

Client-focused Social Services Professional with background in managing social work programs and highly educated in laws relating to welfare and crisis intervention. Determined employee with years experience leading highly effective and talented teams. Maintains composure, diplomacy and efficiency in all situations. Passionate about developing and facilitating programs to support communities in need. Collaborative and analytical with proven ability to build strategic partnerships, advocate for clients and advance change for communities in need.

SKILLS

- Social services
- Crisis Intervention
- Referrals and networking
- Case Management
- Program Development and Management
- Written and verbal communication
- Client needs assessments
- Data Analysis
- Program development
- Customer service
- Problem resolution
- Relationship development
- Team management
- Business operations
- Supervision
- Process improvement

WORK HISTORY

Legal Advocate and Health Insurance Specialist, 09/2013 - Current

Hopehealth – Brockton, MA

- Provide trauma-informed legal representation and advocacy to eligible HIV Project clients.
- Manage a caseload of over 100 clients and complete proper documentation of all interactions.
- Supervise agency operations during Open Enrollment for Medicare and Marketplace to ensure that all clients have access to life-sustaining healthcare.
- Connect clients with public benefits (SNAP, AABD cash, TANF, Ride Free, Medicaid) and act as a representative during fair hearings.
- Conduct trainings and outreach to providers, partners, and community members on health insurance, public benefits, and HIV-specific legal issues.
- Coordinate and staff in-person Medical/Legal clinics and intakes at Mercy Hospital and TPAN for clients living with HIV/AIDS.
- Engage with Diversity & Equity efforts within the organization in order to ensure improved services and outcomes for clients.
- Targeted specific community groups with wellness and disease management information.
- Helped vulnerable individuals navigate complex healthcare system.
- Processed eligibility and benefits verification and authorization requests.
- Maintained confidentiality of patient finances, records and health statuses.

Social Worker, 08/2012 - 07/2013

Hopehealth – North Kingstown, RI

- Provided case-management and home visits during the first 90 days of a refugee's arrival.
- Assisted clients with enrollment and applications for appropriate public benefit options.
- Supported clients in settling in to new home by assisting with apartment set-up.
- Developed "Rainbow Welcome" policy and protocol training and teaching materials for new LGBTQ refugees.
- Facilitated donation drives for winter clothing and holiday gift giving.
- Interviewed clients, families or groups to assess situations, limitations and issues and implement services to address needs.
- Offered therapeutic services and crises intervention to emotionally disturbed children and adolescents.
- Advocated for client rights and sought solutions by tracking and monitoring legislation and arranging and attending meetings with congressional lawmakers and staff.

Social Worker, 08/2011 - 06/2012

Lutheran Social Services, Chicago Uptown Ministry – City, STATE

- Co-facilitated mental health support groups for individuals experiencing chronic homelessness.
- Conducted need assessments for Food Pantry clients.
- Oversaw staff development through in-depth trainings, workshops, seminars and other learning opportunities.
- 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.
- Referred families to shelters, legal resources and educational programs.
- Worked with senior case managers to coordinate team development activities and trainings.

Visual Therapist, 11/2007 - 08/2012

Dr. Jeffrey Getzell, Behavioral Optometry – City, STATE

- Led clients with vision challenges due to traumatic brain injuries and autism spectrum diagnoses in one-on-one therapy sessions.
- Modified therapies for each client, evaluated progress, and built collaborative relations.
- Supported both children and adults in this effort.
- Worked with clinical psychiatrist and primary care physician to review patient progress and update treatment plans.
- Documented patient information through analyzing data, interview notes and test results, and identified and diagnosed nature of clients' problems.

EDUCATION

MA: Social Work

University of Illinois At Chicago, Jane Addams School of Social Work - Chicago, IL

MFA, MA: Cultural Anthropology

Carnegie Mellon University - Pittsburgh, PA

BA: Anthropology & Art

Carnegie Mellon University - Pittsburgh, PA

ACCOMPLISHMENTS

- Insurance counselor.
- Legal Knowledge.
- Familiarity with a broad range of topics including employment, consumer law, confidentiality, estate and permanency planning, and transgender issues.
- Public Benefits Expertise.
- Expertise in public benefits pertaining to food, medical coverage, income and employment.
- Trauma Informed Care.
- Support clients with sensitive needs including homelessness, LGBTQ, and co-occurring disorders.
- Therapeutic Counseling, Certified Notary, Date, number.
- Certified by?.
- LCSW (pending), Anticipated date.
- Guest teach graduate college classes, presenting on current legal of disenfranchised community members and advocacy on micro and macro levels.
- (edit).

ADDITIONAL INFORMATION

- Certified Notary, State of Illinois
- LCSW (pending), Anticipated date