

# JESSICA CLAIRE

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## SKILLS

- Administrative Skills
- Proficient with MS Word, Excel and PowerPoint.
- Crisis counseling
- De-escalation techniques
- Legal Documentation
- Networking
- SPSS Statistics, which is a software package used for logical batched and non-batched statistical analysis.
- Statistical analysis
- Verbal and written communication
- Interpersonal Communication
- Detail-oriented
- Collaboration with professional agencies
- Working knowledge of law enforcement and judicial systems
- Writing case histories
- Client Engagement
- Planning and Coordination
- Calm in crisis situations
- Risk Assessment

## EDUCATION

Saginaw Valley State University, University Center, MI • 04/2011

**Bachelor of Arts:** Criminal Justice, Political Science

- Minored in Political Science
- Member of Criminal Justice Society
- Coursework in human services, history and law enforcement

## PROFESSIONAL SUMMARY

Caring and skilled advocate, passionate about positively impacting programs and helping participants by providing expert support. Familiar with children, advocacy and criminal justice systems and always looking for ways to improve operations and personalize assistance. Well-organized and resourceful with detail-oriented and conscientious approach.

## WORK HISTORY

### Inova Federal Credit Union - Advocate

Mishawaka, IN • 10/2016 - 10/2019

- Previously held the position in 2013-2014
- Collaborate law enforcement, court personnel, hospital staff and social services agencies to provide immediate on site advocacy, program services and support to domestic/sexual violence survivors.
- Provide community support in areas of prevention and responding to domestic/sexual violence, create and organize resource pamphlets.
- Assist survivors in understanding domestic/sexual abuse, answer their questions, and explore their options.
- Respond and react to crisis situations where immediate and unpredictable circumstances required operational changes with little or no supervision based on past experience, information gathered on site and knowledge of legal and company policies.
- Assisted interested parties in navigating admissions procedures and dealing with eligibility issues.
- Worked effectively with fellow team members to coordinate effective solutions to any question or concern.
- Identified service gaps and located needed resources for individuals, including housing, work placement and other support.

### Finger Lakes Premier Properties - Owner

Keuka Park, NY • 04/2007 - 08/2017

- Marketing and networking through social media and professional organizations.
- Communicating with clients to understand their needs.
- Preparing for photo shoots (e.g. Scouting locations, scheduling, renting equipment such as lighting).
- Maintaining and updating a digital portfolio and website.
- Performing administrative tasks such as billing.

### State Of Michigan - Child Protection Services Specialist

City, STATE • 02/2015 - 10/2015

- Assessing allegations of child abuse or neglect and taking necessary steps to protect children. This could mean removing a child from a family.
- Developing working relationships with people who strongly dislike DHHS because of their personal history or the reputation of child protective agencies in general.
- Learning and developing cultural competencies to understand how to determine child safety and well-being within that context.
- Maintaining objectivity and empathy for families living in stressful situations. Developing plans to strengthen family units.
- Preparing comprehensive and accurate court documents.
- Testifying in court, including defending your actions, which will be questioned by defense attorneys and other parties to the case.
- Attended court proceedings, submitted documents and offered testimony.
- Responded to claims of abuse, neglect or safety concerns.
- Maintained case records and legal documentation.
- Built solid and trusting rapport with children and families, fostering trust and communication to meet case needs.
- Collaborated with community program leaders and advocates to make resources accessible to client in need.

### 46th Circuit Court - Juvenile Intensive Probation Officer

City, STATE • 02/2013 - 12/2013

- 46th Circuit Court, 87th District Court, Otsego County Probate Court-Family Division, Gaylord,..
- Investigated assigned juvenile delinquency cases and recommend appropriate disposition, supervises assigned probationers, maintain case documentation, created incident reports and investigation reports for legal proceedings and performs other functions related to case supervision.
- Interviews prospective adoptive parents, assesses home environment and prepares reports of findings for adoption proceedings.
- Participates in the development and monitoring of programs designed to assist juveniles and families.
- Assigns youths to programs and monitors attendance and progress.
- Conducts random alcohol and drug testing in accordance with established court policy.
- Submits tests to designated laboratories for results verification.
- Advises youths and their families about basic employment, family relationship, and educational issues, makes referrals to outside agencies for counseling and treatment as necessary.

## ACCOMPLISHMENTS

- RDSS stands for Regional Detention Support Services.
- The purpose of RDSS is to provide alternatives to jail and detention for juvenile offenders who have been detained and are awaiting a hearing and/or a placement.
- RDSS components include holdover, home detention, transportation, and tether.
- Michigan Judicial Institute.
- Basic Interviewing, Counseling, Communication Techniques Seminar and Examination completed August 2013 Michigan Coalition to Stop Domestic Violence and Sexual Assault.
- Completed the New Service Provider training, as well as several other training courses including Child Sexual Assault, Human Trafficking, Trafficking in Native Communities, Teaching Children about Consent, Sexual Assault, Trauma Informed Practices, Crisis Line, Advocacy, Title IX and more.
- Bay Arenac Career Center.
- Completed courses in criminal justice and business information processing.
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