

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Client-focused Victim Services Coordinator with background in managing social work programs and highly educated in laws relating to victim services and crisis intervention. Managed over 30 advocate volunteers and facilitated training on sexual abuse prevention and awareness.

## SKILLS

- Crisis Intervention
- Safety Planning
- Rapport and trust building
- Adult Education
- Staff education and training
- Project Management
- Leadership
- Verbal and written communication
- Interviewing skill
- Victim Advocacy

## WORK HISTORY

10/2019 to 01/2021 Advocate/Case Manager

Summer House Inc. – City, STATE

- Supervised 14 Direct Support Staff to ensure their responsibilities are adequately performed.
- Managed employee schedule in the absence of manager.
- Facilitated medication orientation training.
- Ensured residential care facility was operating in accordance with Title 17 and Title 22 of Regulations regulated by the Community Care Licensing.
- Coordinated daily activities.
- Identified and requested specialized services for individuals such as physical therapy, hearing, speech, psychiatric, medical, dental, vocational assessments, and psychological testing in concurrence with person and their Circle of Support.
- Wrote formal reports on client's progress.
- Submitted Adult Protective Services reports in case of abuse / neglect.
- Assisted in the self-administration of prescribed medication in accordance with established procedures and records medication given to and refused by individuals in accordance with established procedures.
- Ensured an accurate and ample supply of medications and follows all procedures for medication ordering, filling, setting up, dispensing, and destruction.
- Identified and facilitated the necessary training.
- Maintained records and composing daily observation notes relative to the work.
- Acted as a liaison between the resident and work/day program, doctor, family, counselors, and funding regional center.
- Scheduled doctor's appointments.
- Worked with Social Security Office and Medicare to ensure the continuity of benefits.
- Counseled Direct Support Staff
- Consulted with clinicians to devise and manage effective ongoing care plans for at-risk patients.
- Took active role in patient and family planning process, detailing instructions and responding appropriately and effectively to questions and concerns.
- Collected special education enrollment data to generate statistic reporting in Microsoft Excel
- Managed and streamlined referral queues of up to 12 by efficiently prioritizing residents and clearing insurance obstacles.
- Reported plans, findings and results to employers and insurance carriers.
- Adhered to established rules, ethical standards and codes of professional conduct conducive to positive learning atmosphere.
- Partnered with physicians, social workers, activity therapists, nutritionists and case managers to develop and implement individualized care plans and documented all patient interactions and interventions in electronic charting systems.
- Liaised with teachers to develop Individualized Education Programs to provide quality education for residents with disabilities.
- Evaluated ISP for compliance with state and federal requirements regulations and rectified non-compliance issues immediately.
- Developed positive relationships with parents to foster communication and encourage involvement for resident growth
- Improved staff performance by recreating disciplinary procedures commensurate with level of infraction, dramatically reducing turnover.

09/2015 to 02/2017 CASA Program and Volunteer Coordinator

Family And Children's Court Services – City, STATE

- Provided office coverage in absence of the executive director
- Supervised work of 5 staff
- Led special training courses such as yearly sexual harassment seminars.
- Coordinated individual and group counseling to meet victim service standards.
- Collaborated with law enforcement and district attorneys, to improve services for sexual assault victims.
- Identified, developed, and maintained grants that fund programs and services.
- Attended child abuse court hearings and Child Protective Services (CPS) meetings.
- Testified in court.
- Wrote court reports.
- Obtained the necessary information to understand the situation of the child by reviewing all relevant documents, interviewing the child, parents, social workers, and other persons relevant to the case to determine the facts and circumstances of the child's situation.
- Identified and explored potential resources that could facilitate family preservation or alternative permanency planning.
- Supervising work of 30 CASA volunteers.
- Compiled Training Manuals and educational materials about CASA and access to victim compensation.
- Screened and interviewed prospective volunteers.
- Scheduling, coordination, and facilitation of 30-hour initial CASA and 3-hour in-service training.
- Coordinated, documented and channeled all CASA volunteer requests until resolution.
- Maintained accurate statistics for over 70 cases CASA volunteer assignments, and volunteer time and activity.
- Consulted with CASA volunteers about problems or concerns.
- Filled petitions, court documents, hearing notices, reports, and notes.
- Filled Crime Victims Reparation Commission compensation applications.
- Attended community meetings, conferences, and workshops relevant to CASA work.
- Participated in interdisciplinary meetings with police, CPS, Sexual Assault Response Team and city officials.
- Prepared and managed social media Supervised Visitation Monitor Ninth Judicial District Family & Children's Court Services, Clovis New Mexico.
- Performed skills assessments to link volunteers to roles matching individual skills and competencies.
- Uncovered opportunities for volunteer program improvement by soliciting staff feedback and evaluating volunteer performance.
- Managed volunteer calendar and verified coverage of key roles during volunteer unavailability.
- Worked with leadership staff and special committees to define volunteer mission and set standards.
- Coordinated logistics of scheduling, supplying and transporting volunteers.
- Supervised and promoted volunteers into permanent roles based on staff feedback.
- Recruited, interviewed and hired volunteers to fill positions in administrative support
- Tracked volunteer applications and conducted background checks to facilitate participation in CASA volunteer program
- Enhanced collaboration between team members by preparing meeting materials and taking clear notes to distribute to stakeholders.
- Planned and coordinated logistics and materials for board meetings, committee meetings and staff events.

01/2013 to 07/2016 Translating Consultant/Language Reviser

English For Kids – City, STATE, Netherlands

- Read through original material and rewrote it in the target language, ensuring that the meaning of the source text is retained.

- Proofread and edited final translated versions.

- Researched culturally specific phraseology to find the correct translation for 134 children

- Maintained message content, tone and emotion as closely as possible.

- Provided cultural input to speakers to help parties who did not speak similar languages communicate with and understand one another.

01/2012 to 01/2013 Health Insurance Consultant

Trendmart – City, STATE

- Verified insurance coverage by telephone and online to guarantee proper reimbursement of benefits and estimate patients' financial responsibilities.

- Performed needs analysis to obtain information required to make appropriate health insurance product recommendations.

- Scanned, received and sent faxes to appropriate departments, including insurance claims, co-pay assistance information and patient documentation.

- Explained features, disadvantages and advantages of 5 policies to promote insurance sales.

- Contacted insurance companies to discuss and resolve unpaid claims and incorrectly paid claims.

- Determined financial needs by assessing existing coverage and aligning new products and services with long-term goals.

- Calculated premiums and established payment methods for sales.

- Presented financial well-being education to groups of over 78 people to cultivate new business and increase financial knowledge of customer base.

## EDUCATION

2013

Bachelor of Arts (BA): Psychology, Ljubljana; Slovenia

University of Ljubljana

## CERTIFICATIONS

- Professional Certificate of Foundations in Victim Services awarded by the Joint Center on Violence and Victim Studies

- First Aid and CPR

## ADDITIONAL INFORMATION

Adult Education Facilitator