

JESSICA CLAIRE

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 Montgomery Street, San Francisco, CA 94105

SKILLS

- Domestic Violence and Crisis counseling
- Trauma Informed
- Victim Advocacy
- Strong communication and relationship development skills
- Establish and build community relationships
- Safety planning
- Creative problem solving skills
- Case management
- ETO
- Microsoft Office
- Motivational Interviewing
- Comprehension of women and family issues in diverse and underserved populations
- Ability to work under pressure and maintain professional composure
- Strong attention to detail
- Well versed in criminal law
- Proficient research and report writing skills

EDUCATION

University Of New Haven
West Haven, CT • 06/2021

Certificate : Victim Advocacy And Service Management

University of New Haven
West Haven, CT • 08/2010

Master of Science: Criminal Justice

Long Island University
Greenvale, NY

Bachelor of Arts: Criminal Justice

PROFESSIONAL SUMMARY

Highly motivated, Domestic Violence Advocate educated in victim rights and services with experience working with survivors in diverse populations. Passionate about building trust and rapport survivors through a non-judgmental approach, patient demeanor and compassionate interpersonal skills to assist in developing plans to increase their safety .

WORK HISTORY

Options Family And Behavior Services - Domestic Violence Advocate/ Shelter Coordinator
Burnsville, MN • 07/2020 - Current

- Resolve shelter issues, improved operations and provided exceptional client support.
- Provide case management and counseling services to shelter residents and community clients.
- Accurately document client data & client interactions in ETO in a timely manner.
- Assist in training new employees.
- Knowledge of state and federal statutes pertaining to domestic violence, human trafficking, sexual assault and stalking.
- Comprehension of Lethality Assessment Protocol.
- Provide trauma informed and person centered advocacy.
- Network and collaborating with community and state agencies.
- Assist in filing TRO for victims.
- Develop safety plans for individuals, families, and pets while assessing for immediate danger or risk of lethality.
- Maintain and manage confidential information pertaining to clients.
- Collaborate with staff to implement effective shelter policy and procedures for clients.
- Inform victims of Victim Compensation rights and services, assist in application process and submission.
- Provide emotional support and resources for victims of sexual assault, human trafficking, and stalking.
- Provide supervision for shelter advocates.
- Assist victims in establishing and accomplishing their self -defined short-term and long-term goals.
- Provide trauma informed hotline crisis counseling and attending to client's immediate needs.
- Support victims, family members and witnesses through various systems including law enforcement, healthcare, and social services.
- Create referral list of agencies and community resources for victims' to provide aftercare services.
- Complete intake information from clients calling the hotline to access immediate need for shelter and services.
- Secure housing, medical care and employment for clients by collaborating with various community agencies.

Corporation Service Co - Behavior Technician

Wilmington, DE • 02/2020 - 07/2020

- Assisted with building life and social skills useful for everyday activities and interactions for children and families.
- Helped implement individualized interventions for children and families as part of behavior treatment plans.
- Maintained thorough daily clinical treatment notes.
- Assisted parents in implementing behavior reduction and skills acquisition treatment plans.
- Communicated daily with parents on progress of children's behaviors and skills.
- Identified and coordinated necessary services and resources to families with diverse social, economic, and ethnic backgrounds.
- Developed a strong understanding of individuals, compassion, and empathy for clients and their families.
- Developed and maintained safe, comforting, and trusting relationships with children and families.

Bill's Bread & Breakfast - Waitstaff Member

City, STATE • 08/2011 - 03/2020

- Managed over 50 calls politely and promptly, accurately recording and confirming reservations.
- Developed and implemented strategies to enhance team performance, improve processes and increase efficiency.
- Trained and mentored new employees to maximize team performance and achieve daily performance objectives.
- Managed escalated customer complaints to provide full resolutions and promote loyalty.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Demonstrated high attention to detail, organization, and ability to manage multiple tasks and projects simultaneously.
- Provided superior customer service by effectively listening and prioritizing customers specific needs.

Suffolk County District Attorney's Office - Intern

City, STATE • 01/2006 - 06/2006

- Interned for the Suffolk County District Attorney's office in the Case Advisory Bureau, assisting district attorney's on all incoming cases involving felonies.
- Accompanied and assisted in legal research with district attorneys during court arraignments.
- Assisted in filing order of protections and bail recommendations.
- Conducted legal research and file paperwork necessary for discovery.
- Kept physical case files organized for easy updating and retrieval by authorized team members.

ACCOMPLISHMENTS

- Certificate of Appreciation from Women's Survival Space in Brooklynn, NY. Participated in Glam Night events at the shelter providing makeup services to women in shelter.
- Presented original research on domestic violence, family violence, and animal abuse at the Northeastern Association of Criminal Justice Sciences (NEACJS).
- Presented original research on family violence and animal abuse in the State of Connecticut at Academy of Criminal Justice Sciences (ACJS) conference.
- Motivational Interview Training.