

Jessica Claire

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Summary

Enthusiastic individual with superior skills in working in both team-based and independent capacities. Bringing strong work ethic and excellent organizational skills to any setting. Excited to begin new challenge with successful team.

Skills

- Direct patient care and advocacy
- Individual and family advocacy
- Behavioral health assessments
- Behavioral Interventions
- Child & Youth welfare advocate
- Behavioral/cognitive skills development
- Behavioral intervention specialist
- Victim services

Experience

Behavioral Health/Family Advocacy Victim Advocate , 08/2017 to 07/2020

Marine Corps Community Services (MCCS) – City, STATE

- Developed adaptive individualized treatment plans according to meet client needs.
- Developed and maintained quality care systems and standards, including creating and improving protocols and guidelines.
- Coordinated care with Commanders and other stakeholders regarding treatment, carrying out interventions and enhance continuum of care to deliver comprehensive services.
- Advocated for patient needs with interdisciplinary team and implemented outlined treatment plans.
- Provided crisis intervention skills to patients and caregivers, providing emotional, psychological and spiritual support.
- Responded to emergency situations with speed, expertise and level-headed approaches to provide optimal care, support and life-saving interventions.

Training Educator/Truancy Officer, 07/2013 to 07/2017

Sarpy County Sheriffs Office – City, STATE

- Interviewed client, parents, foster parents, school officials and other related parties to fully understand child's individual needs.
- Worked with community resources to engage youth in pro-social activities and help families access services
- Coordinated all activities involving birth parents in conjunction with in-home support counselors.
- Facilitated parental workshops and classes to provide support to children in achieving school and academic success.
- Fostered rapport with school personnel and students to build trust and cultivate communication..
- Identified appropriate community resources and provided referrals for services.
- Maintained records of victim contacts for use in emergency or crisis situations.
- Supervised team of volunteers, delivering in-depth training and mentoring.

Victim Advocate Coordinator, 04/2010 to 07/2013

Army Community Services – City, STATE

- Developed and oversaw procedures and policies for victim's advocacy program.
- Created individual safety and crisis plans and assessed ongoing risk assessments to decrease further harm.
- In charge of creating lesson plans, meet goals and criteria for 75 Unit Vitim Advocates 40 hour annual training.
- Created awareness of victims' rights and services by delivering presentations to agencies, schools and community groups.
- Performed site evaluations, customer surveys and team audits.
- Coordinated referrals and crisis counseling services and programs to victims and witnesses of crimes.
- Corresponded collaboratively with law enforcement, prosecuting attorneys, social services agencies, judges, court staff and other victim advocacy groups.
- Completed data and statistical analysis to define and forecast trends in crimes and target populations.
- Trained and supervised 75 new unit victim advocates on best practices, and standards of care.
- Developed positional rotation to support continuous improvement and operator development.

Community Education and Training Coordinator , 04/2008 to 08/2010

Air Force Community Services – City, STATE

- Supported the on-boarding process of new employees by hosting orientation sessions.
- Prepared custom training course materials and presentations covering resources and information regarding the installation services.
- Developed and integrated scratch-built training program and curriculum schedule for internal and external sales support representatives.
- Researched and incorporated new training methods, tools and resources to offer updated, quality training content.
- Evaluated effectiveness of training programs and recommended improvements to upper management.
- Designed brand new training program and curriculum schedule for internal and external sales and support personnel.
- Collected information about course success and participant satisfaction.

Education and Training

Master of Arts: Human Relations, 08/2010

University of Okalahoma - Norman, OK

Bachelor of Arts: Psychology, 03/2009

Ashford University - San Diego, CA

Certifications

- National Advocacy Credentialing Program (NACP) (Expires 2022)
- Century Anger Management Individual/Group facilitator
- Applied Suicide Intervention Skills Trainer (ASIST)
- Stewards of Children: Darkness to Light Training Facilitator