

BILINGUAL CLIENT ADVOCATE

Professional Summary

Organized, hardworking, and reliable social worker dedicated to providing effective and empathetic help. Adept at documenting case files and assessing clients. Talented at setting clients at ease and handling the stressful demands of working with cases of victims of abuse. Accustomed to working in fast-paced environments. Proficient at communicating with clients and professionals including attorneys, Judges, police officers, and others. Skilled at finding and implementing the best possible solution.

Qualifications

- Ability to work effectively on my own initiative as well as within a team
- Respectable verbal and writing skills for report and assessment writing
- Experienced using Microsoft Office, Word, Excel, Outlook.
- Proficient at managing complex case loads
- More than five years of providing exceptional customer service
- Ability to comply with company policies and procedures
- Skilled at individualizing case plans and empathize with clients
- Cultural competent professional

Experience

02/2016 to 04/2016

Bilingual Client Advocate Company Name - City , State

- Answer Crisis Hotline, assess caller's needs, determine eligibility for shelter admission, or makes appropriate referral.
- Provide or arrange emergency transportation for incoming clients.
- Complete intake procedures for each client, arrange for immediate needs of family.
- Manage shelter operations to include: enforcing shelter rules, policies and procedures, ensuring a calm, supportive atmosphere, maintaining the security of the shelter, distributing incoming client mail, supporting client participation in group meetings.
- Conduct daily House Meeting/Chore Assignment, "Orientation" groups for new residents, and educational/support when they occur during shift.
- Documents appropriate information in client files and communication log in a timely manner. Completes all appropriate forms maintained in resident files.

05/2014 to 10/2015

Conservatorship (CVS) Specialist Company Name - City , State

Responsibilities:

- Determining each child's needs and arranging for additional testing, evaluations, records, or further assessments they need.
- Assess families and create individualize service plans.
- Participating in court hearings. This includes preparing a family before the hearings, preparing court reports, and testifying in court about the child's needs, the family's progress, and the department's efforts to achieve permanency for the child.
- Documenting casework activity.
- Monitoring parents, children, and other important individuals involved in the case.
- Follow up with professionals to monitor the families progress.
- Referred parents to services such as random drug testing and anger management, counseling, and others.
- Maintaining good working relationships between Child Protective Services staff and law enforcement officials, judicial officials, legal resources, medical professionals, and other community resources.
- Visiting children and parents at least monthly for one hour to see if needs were been met.
- Schedule weekly visits between parents and children and provide transportation.
- Complete numerous of different types of forms.
- Investigate through out the case.

- Attend and actively participate in unit meetings, trainings, Family Group Conferences, staff meetings, Permanency conferences, and other emergency meetings.
- Request law enforcement, medical, educational reports, run criminal and CPS history, and report abuse.
- Utilize the State equipment such as assign laptop, printers, fax machines, and more.
- Conduct home studies

Accomplishments:

- Basic Skills Development for CPS Conservatorship certificate
- Best Title IV-E intern of 2014
- Successfully, managed approximately 40 cases of child abuse
- Impressed direct supervisor, program director, co-workers, and other professionals with my work ethic.
- Complemented multiple of times on my investigation, empathy, and ability to form and sustain positive relationships with challenging clients.
- Trusted with important projects such as transporting teenagers and toddlers to other states and solve issues that required a more tenured worker.

01/2013 to 12/2013

Sales Associate Company Name - City , State

- Salesperson
- Customer Service
- Manage fitting rooms
- Work any department Work as a team member
- Train and guide new workers as requested by manager.
- Fast paced environment
- Cashier
- Leadership opportunities

12/2009 to 08/2012

Company Name - City , State

- Salesperson
- Customer service
- Clean and organize store
- Manager assistant
- Open and close store
- Cash register and responsible for cash
- Train and guide new workers
- Make orders & answer telephone

Education

2014

Bachelor : Social Work Texas Woman's University - City , State , United States

President of Child Abuse Prevention Society (2013-2014)

Member of Phi Alpha, national social work honorary society

Selected for the honorable Dean and Chancellors' List

Graduated with Honors (Magna Cum Laude 3.700 -3.899)

Received paid internship with Child Protective Services (2014)

Languages

Bilingual Spanish/English