

Erika L. Golden

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EDUCATION

- Appalachian State University**, Boone, NC May 2014
Bachelor of Science
Major: Health Care Management
- Assisted Living Facility Core Training**, Florida June 2018
Certification #: 171240491
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WORK EXPERIENCE

- Executive Director** October 2018 to Present
Angels Senior Living, Tampa, FL
- Oversee 100-bed senior living community with specialization in Limited Mental Health and Memory Care.
 - Monitor departmental expenses within budget restraints.
 - Sustain occupancy by marketing and completing community tours.
 - Prepare reports of surveys, complaints, inspections, patient assessments, audits, and disasters.
 - Uphold employee and resident compliance with state regulatory agencies.
 - Prepare resident statements and invoices, collect payments, and allocate to appropriate account.
- Client Services Manager** August 2015 to October 2018
BAYADA Home Health Care, Brandon, FL
- Developed and grew a caseload of 100+ clients.
 - Cultivated long term trusting relationships with referral sources.
 - Knowledgeably and successfully handled incoming service inquiries.
 - Used judgment and discretion to effectively schedule staff, coordinate client services and manage caseload.
 - Maintained effective fiscal management of caseload.
 - Supervised and coached 150 employees to ensure positive client satisfaction.
 - Obtained insurance confirmation, authorization from third party payors by communicating with third party payors, clients, and Clinical Managers.
- Client Services Associate** April 2014 to July 2015
BAYADA Home Health Care, Boone, NC
- Specialized in recruitment of field staff, including managing prospect calls and inquiries.
 - Conducted field employee interviews, orientation, and general onboarding of new hires.
 - Provided supervision and support to field employees.
 - Accurately processed field employee payroll each week.