

62 IONE DR. MERIDEN, CT, 06450  
PHONE (203)308-0072 E-MAIL LEA22@COX.NET

# LEAH HETTRICK

## EMPLOYMENT OBJECTIVE

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Self-motivated, organized individual seeking to expand my current knowledge and obtain a new, challenging career.

## WORK EXPERIENCE

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### **Goodwill Industries    *February 2010 to Present***

is a Residential/Day Program with ABI/TBI and developmentally disabled consumers in surrounding communities all over Connecticut. (Middletown, CT/East Hartford, CT)

#### ***Community Experience Program Staff***

- Interact with consumers, managers, & house staff in a respectful and appropriate manner.
- Supports adults with developmental disabilities to further their independence in the community and engage them in activities while at the day program.
- Daily and weekly reports are organized and completed within the allotted time.
- Interact with clients, clients' families, volunteers, visitors, other employees, and the general public in a courteous, tactful, friendly, and cooperative manner

#### ***Community Living Support Staff***

- Prompts resident with daily personal needs including bathing, grooming, dressing, bed-making, etc. Also prompts resident to clean and help cook when needed.
- Work 1<sup>st</sup> shift, responsible for waking resident up in the morning, assisting with personal needs, and driving to community groups.
- Weekly reports are done in a timely manner, as well as monthly assessments.
- Handle doctor appointments, attends team meetings, assists in job coaching
- Promote independence and developmental skills while providing companionship and personal care for the resident.
- Report unusual incidents or changes in resident behavior to assigned supervisor.

### **Meadow Homes    *February 2008 to February 2010***

is a Residential care facility with four clients in house located in Longmeadow, MA

#### ***Intensive Residential Care Aide***

- Assist residents with daily personal needs including bathing, grooming, dressing, bed-making, etc. Strip and re-makes beds as assigned; administers first aide, and lotions/creams as required.
- Interact with residents, residents' families, volunteers, visitors, other employees, and the general public in a courteous, tactful, friendly, and cooperative manner.
- Work 3<sup>rd</sup> shift, responsible for putting residents to bed and getting them ready in the morning.
- Prepare and serve meals, clean dishes, do laundry, etc.

- Promote independence and developmental skills while providing companionship and personal care for the residents.
- Report unusual incidents or changes in resident behavior to assigned supervisor.
- Create a safe and secure environment, while still allowing the residents privacy & dignity.
- Handle issues, complaints, inquiries and questions from residents and their family members

**Suffield Academy** is a private, college preparatory, High School located in Suffield, CT

***Varsity Volleyball Head Coach*** ***August 2007 to August 2010***

- Led three coaches and twenty five girls through a three month season
- Organized practices and meetings
- Coordinated with the Assistant and Head Athletic Directors

**The Association for Community Living** is a Residential care facility with eight clients in house located in Springfield, MA

***Intensive Residential Care Aide*** ***October 2006 to December 2007***

- Similar role and responsibilities to those listed above at Meadow Homes
- Responsible for transportation of residents using a handicap accessible van
- Various trainings done at MHA

**Seasons Federal Credit Union** is a full service bank located in Meriden, CT

***Secretary/Receptionist/Teller*** ***May 2003 to December 2005***

- Responsible for performing account transactions, account maintenance, member correspondence and daily balancing.
- Provided quality service, maintained a well-developed working knowledge of the credit union's products and services.
- Effectively cross-selling products and services to the membership.
- Answered phones and resolved customer service issues

## EDUCATION

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- Received a **Bachelor of Science Degree in Movement and Sports Studies** from Springfield College in Springfield, MA in 2007. Minors in Health & Coaching. Played Varsity Volleyball all four years.
- Graduated from Maloney High School in Meriden, CT in 2003. Played Varsity Volleyball & Softball all four years.

## SPECIFIC SKILLS

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- First Aid/CPR Professional Rescuer Certified
- Medication Certified – State of MA/CT
- A.E.D. Certified
- I learn very quickly and easily, and I am always open to change.
- I have good communication skills and relate well to others.

- I have excellent patience and deal well with escalated situations.
- I am enthusiastic and confident. I perform well under pressure.
- I am a dependable and trustworthy. I have a strong work ethic and I am a team player.
- I am a natural leader. I have the ability to motivate and influence others in a positive way.

#### REFERENCES

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Will be furnished upon request.