

# Shirley Cooper

## Professional

### Summary Sheet

Hands-on experience with proven talent in managing and motivating teams of volunteers and productive employees, while improving operations and maximizing productivity within community based organization. Passionate leader with the ability to strategically plan, assist with the monitoring of a multi-million dollar financial assistance program, rendering quality assurance and program compliance. With 12+ years of working in a non-profit industry specializing in social welfare, education and career based programs through collaboration with social service providers, faith based and community service organizations assisting diverse populations of low to moderate income communities, in the areas of securing employment independence, career development, referral services, health, and life skills.

### Management

Program planner, administrator, and monitor of the day-to-day operations of community service center.	Fiduciary responsibility for the fiscal administration and operation of community service center its budget and the leveraging of its program funds.	Execute on boarding and training of employees and volunteers to develop appropriate action plans with measurable goals to ensure program compliance, customer and volunteer satisfaction.
Program Management	Fiscal Management	Leadership and Training

### Selected Skills

Project Management	Community Organizer Event Planner	Innovative & Critical Thinker
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### Work History

- Job Developer-Case Manager**, Texas Offender's Re-entry Initiative (T.O.R.I.), Dallas, Texas (04/16- 09/2018).
- Develop, assess, facilitate and monitor all components of assigned caseloads.
  - Compiles records and prepare reports; develop and review service plan of action.
  - Assist client with resources such as employment, family adjustments, finances, food, clothing, housing, and physical and mental impairments to determine nature and degree of needs assessed.
- Center Manager**, Urban League of Greater Dallas & Central Texas (ULGDNCTX), Dallas, Texas (01/03 - 03/2015)
- Provide executive oversight and leadership for the administration, program planning and monitoring of the day-to-day operations of an Urban League Community Service Center of financial operations, budgeting, quality assurances, customer service, event planning, and procurement and grant management.
  - Fiduciary responsibility for the fiscal administration and operation of community service center its budget and the leveraging of its program funds.
  - Prepared reports for colleagues and senior management that summarized the financial position of community service center in the areas of expenses, the leveraging of program funds, capital, inventory and property.

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- Supervised case manager, education instructors, employment manager, and administrative staff, prioritized workflow for greatest efficiency.
- Advocacy to raise awareness of the agency's mission, programs, and services to the community.
- Established and cultivated relationships with program recipients, donors and volunteers.
- Implemented social welfare programs, its evaluation and planning to help vulnerable families and individuals become self-reliant. Operated million dollar yearly budget for direct assistance from a variety of funding sources to assist eligible clients pay their rent, mortgage, and utility bills.
- Project management of the center's GED Preparation, Computer Literacy Workshops, and the Volunteer Income Tax Preparation programs to ensure the success of center's special programs that lead to a client's self-worth and self-reliance.
- Builder of coalitions within provider/community service area, establish rapport with community neighborhood associations, board members, stakeholders, corporate partners, and leaders for program advocacy for low to moderate-income families, at-risk children, and individuals seeking an end to poverty through employment opportunities, education, and training.
- Organizer of community and neighborhood special events that promote social welfare, education, economic strategies, civic engagement, and healthy lifestyles.
- Supervise, train, and develop staff to implement appropriate action plans with measurable goals to ensure customer satisfaction.
- Quality Assurance and program monitoring of the policy, procedures, and guidelines of state and federally funded programs.
- Strategic planning and creating solutions to assist with company sustainability.
- Ensured smooth operations of infrastructure and maintenance.

**Supervisor, Texas Work Source, Dallas, Texas (10/99- 01/03)**

- Managed staff of TANF case workers.
- Rendered decisions on continuation of services, while monitoring client participation.
- Assessed and managed complex cases.
- Provided technical assistance to Program Manager for performance objectives in the Choices/TANF service program.
- Provided information about community resources and referrals, administered TABE assessment test, while facilitating employment planning.

**Supervisor Transitional Housing, City of Dallas, Dallas, TX (08/98- 09/99)**

- Coordinated Transitional Housing program activities and services.
- Provided in-service training to employees and other service providers to determine client eligibility.
- Monitored clients progress toward goals of home ownership.

## Education

Southern Methodist University, Dallas, TX  
Masters of Arts - 1998

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