**Jocelyn Mitchell, LCSW**

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Dallas, Texas 75216 jocelynm.mitchell@outlook.com

**Capabilities**

* Several years of customer service in various settings
* Experience working with diverse populations
* Proficient knowledge of computers including PC and MAC
* Strong communication skills, verbal and written, interpersonal
* Proven team member and excellent leadership skills
* Type 50 WPM
* Professional Demeanor
* CPR Certified- 6/2017-6/2019
* 2015 NASW Texas Conference Presenter

**Education**

**Master of Science in Social Work**

The University of Texas at Arlington May 2011

The University of Texas at Austin December 2008

**Bachelor of Social Work**

**License/Certification**

Licensed Clinical Social Worker

License Number: 56310

Effective Rank Date: 03/27/2012

Expiration Date: 02/29/2020

**Experience Highlights**

Centene Corporation/MHN

01/07/2019-present Irving, Texas

**Behavioral Health Clinical Care Manager**

* Handle inbound and outbound member and provider calls on a clinical phone queue.
* Ensure members receive behavioral health services appropriate to clinical need.
* Triage crisis calls to assist with stabilization and access to emergency evaluation.
* Coordinate services with other departments, such as medical case/care management.
* Perform utilization management functions, including authorization determinations and care shaping.
* Handle member calls, performing activities such as telephonic clinical assessment, determining appropriate level of care and services and answering benefit questions.
* Perform utilization review functions with behavioral health providers, including care shaping and authorization determinations.
* Responsible for utilization management activities with providers and/or member calls, depending on team.
* Triage crisis calls, providing in-the-moment support and assisting with access to emergency services.
* Use established protocols, as well as clinical judgment, to evaluate and problem solve during interactions with members and providers.
* Document all calls and activities within a data management system and access multiple databases for benefit and workflow information.
* Enhance clinical knowledge and skills by actively participating in all assigned training and staff meetings

Centene Corporation/MHN Irving, Texas

06/21/2017-01/05/2019

**EAP Care Manager**

* Provides telephonic assessment and referral and/or short-term problem resolution and referral for members or their family members who contact us for assistance
* Performs initial triage of calls and performs crisis stabilization, where warranted
* Frequently makes decisions to adjust his/her schedule to manage crisis calls and determine and provide appropriate critical clinical intervention
* Assess members for risk issues and creates safety plans
* Consults with supervisors, managers and/or human resource professionals who contact us for guidance regarding increasing the likelihood of members using our services
* Handle confidential information
* Complete intakes
* Make clinical decisions regarding level of care appropriate for the member
* Consult and make recommendations including assessing for safety and judging risk
* Consult with employers that are served regarding action plans for the member about the need for performance improvement
* Manage crisis calls from individual and corporate clients
* Assess risk
* Create safety plans
* Determine appropriate next steps to minimize risk

Presbyterian Village North (Contracted through Social Work P.R.N.) Dallas, Texas

03/13/2017-04/07/2017

**Social Worker**

* Develop social histories of residents, and develops a social assessment and care plan for each resident which identifies medically related social and emotional problems and needs.
* Participates in interdisciplinary care plan conferences and contributes to the development of care plans for residents.
* Maintains accurate and timely documentation.
* Conduct ongoing reassessments and follow-up appraisal of patient/family situation and needs. Actively listens and responds appropriately to patient/family concerns and needs in a timely manner.
* Coordinates discharge planning with staff, residents and families.
* Attend staff meetings as needed.

Millwood Hospital Arlington, Texas

05/21/2012-05/31/2013- Full-time

06/01/2013-11/26/2016- PRN

11/27/2016-01/18/2017- Full-time

**Program Therapist**

* Formulate and conduct educational, therapeutic, and/or support groups
* Communicate effectively with patients, families, health care team members and community providers regarding patient status and progress
* Interact and communicate with community agencies in assessment of and service to patients.
* Conduct individual/couples/family counseling on scheduled time tables.
* Develop an effective working relationship with patient and/or family
* Evaluate and document effectiveness of interventions and patient responses
* Comply with required standards for medical/legal reporting situations
* Assess and identify psychosocial, educational, developmental and behavioral functioning of the patient/family system through established case finding mechanisms
* Document assessment update when there are significant changes in patient’s condition or readmission in the last thirty days
* Consult with families on emotional, social and financial aspect of care
* Respond to requests for social work services in a timely manner
* Assure patient’s rights are upheld.
* Demonstrate knowledge of biopsychosocial factors and DSM-IV related to the ages of the patients served, and incorporate the knowledge base into the treatment plan.
* Participate in, and effectively contributes to, patient care conferences, treatment planning meetings and/or treatment planning rounds.
* Utilize a variety of techniques to assist in the resolution of patient problems
* Effectively employ principles of communication, interviewing techniques, problem solving and crisis intervention when performing psychotherapeutic interventions.
* Ensure interventions are carried out in the patient’s plan of care.
* Participate in the development of an interdisciplinary treatment plan based on patient assessment/needs in compliance with facility time frames.
* Ensure that the treatment plan has specific measurable goals, objectives and interventions defining actions unique to each patient’s needs.
* As appropriate, when goals/objectives are met, participate in revision and update.
* Provide education to patients and families based on their identified needs and limitations in learning.
* Promote learning experiences and provide educational materials to patients and their families.
* Evaluate and document effectiveness of all patient teaching.
* Provide opportunities for patient and families to questions, discuss and explore their feelings about prescribed therapies/interventions/diagnosis.

Passion 05 Health Services, Inc

11/28/2016-present

**Home Health Aide**

 Monitors patient condition by observing physical and mental condition, intake and output, and exercise.

 Supports patients by providing housekeeping and laundry services; shopping for food and other household requirements; preparing and serving meals and snacks; running errands.

 Assists patients by providing personal services, such as, bathing, dressing, and grooming.

 Helps patients care for themselves by teaching use of cane or walker, special utensils to eat, special techniques and equipment for personal hygiene.

 Helps family members care for the patient by teaching appropriate ways to lift, turn, and re-position the patient; advising on nutrition, cleanliness, and housekeeping.

Parkland Health and Hospital Systems Dallas, Texas 02/16/2016-10/21/2016

**HIV Case Manager**

* Implement psychosocial screening process that includes daily review of completed psychosocial screening forms to identify needs. Utilize information obtained from the psychosocial screenings to help address these needs, prioritize and manage the delivery of social work services.
* Complete psychosocial assessments to ensure that patients’ needs are properly identified. Evaluate patient’s level of understanding, coping skills, social support, and psychosocial status through interviews with patient, family, and healthcare team members. Integrates assessments in a treatment plan, which includes interventions that are appropriate to the patient’s age, sensory, development and mental and functional level, cultural values and beliefs.
* Provide short term counseling to address behavioral health issues identified through the assessment process. Counsels and refers patients to resources/services to address psychosocial issues such as transportation, durable medical equipment needs, financial, housing and legal.
* Develop and implement case management plans that is consistent with the intensity of the problem, risks, and available support for each other.
* Identify, interview, and resolve immediate crises with patient/families as needed. Promote patient and family environment.
* Receive and manage referrals from a wide variety of sources, including but not limited to physicians, nurses, business staff, psychosocial screening form, and community agencies. Develop and maintain knowledge regarding eligibility guidelines, referral and intake processes to successfully link patients to needed resources.
* Complete documentation for the medical record that is timely, objective, and demonstrate an accurate

chronology of services provided.

Parkland Hospital and Health Systems Dallas, Texas

**Social Worker II**

06/03/2013-02/15/2016

* Complete psychosocial assessments to ensure that patients’ needs are properly identified. Evaluate patient’s level of understanding, coping skills, social support, and psychosocial status through interviews with patient, family, and healthcare team members. Integrates assessments in a treatment plan, which includes interventions that are appropriate to the patient’s age, sensory, development and mental and functional level, cultural values and beliefs.
* Provide short term counseling to address behavioral health issues identified through the assessment process. Counsels and refers patients to resources/services to address psychosocial issues such as transportation, durable medical equipment needs, financial, housing and legal.
* Develop and implement case management plans that is consistent with the intensity of the problem, risks, and available support for each other.
* Identify, interview, and resolve immediate crises with patient/families as needed. Promote patient and family environment.
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chronology of services provided.

Burning Tree Programs Kaufman, Texas

**Treatment Technician**

12/2011-03/2012

* Monitor self-administration of client medications
* Observe indications of common side effects, reactions, and possible interactions of medications prescribed for clients and take the appropriate precautions needed.
* Assists Operations Manager with insuring clients’ prescriptions are filled in a timely manner.
* Monitors living quarters and other buildings to ensure the safety and cleanliness of the facility.
* Conducts living quarter checks.
* Conducts security check of premises
* Collects urine specimens from clients for alcohol and drug testing
* Receives and processes client medication
* Monitors distribution of client mail
* Monitors preparation of nightly meals
* Reports any unusual activity, situation, safety risk, and/or client care urgent need to the Operations Manager or Program Director
* Assists Operations Manager with all client appointments and transportation needs
* Drives clients to outside meetings as scheduled and/or to scheduled outings
* Picks up new clients at airport or other treatment facilities
* Utilizes appropriate behavior management techniques to prevent dangerous or violent behavior of clients that may be harmful to others
* Make sure clients adhere to Burning Tree’s guidelines both on and off campus
* Monitors the behavior of clients while off campus
* Participates in Quality Management process
* Observes all client activities throughout the day
* Documents observations and infraction reports in the communication log

UT Southwestern Medical Center at Dallas, Department of Psychiatry, Dallas, Texas

**MSSW Intern**

01/2011- 05/2011

* Performed psychosocial and other assessments
* Assess need and link to community resources as needed
* Assisted in discharge planning needs from assessment to discharge
* Served as a liaison with community referrals and families
* Co-facilitated and lead groups for patient psychoeducation and skill building using CBT therapy
* Worked with individuals, couples, families as assigned
* Research community sources, psychiatric care, and communication regarding patient

Daybreak, Inc., Lancaster, Texas

01/2009- 05/2009

**Qualified Mental Retardation Professional**

* Assured that the facility followed state and federal licensing requirements.
* Participated in the facility licensing process.
* Participated in the screening of potential facility residents. Completed all pre-admission and admission processes.
* Reviewed client and employee incident reports and took appropriate, timely corrective action. Notified administrative services promptly of all injuries or unusual occurrences.
* Participated in the On-Call Supervisor program.
* Oversaw all aspects of implementation of the Individual Service Plan (ISP) for each client. Including 30-day, semiannual, and annual ISP reviews; IDT meeting and subsequent documentation distribution.
* Completed required, daily, monthly, quarterly, semiannual and annual program documentation and other required reports in a timely manner
* Coordinated and assured service implementation with contracted consultants (Occupational and Physical Therapy; Speech Pathology and Psychological services)
* Facilitated client participation in community outings and recreational activities

Travis County Health and Human Services Austin, Texas

09/2008- 12/2008

**BSW Intern**

* Conducted psychosocial and environmental assessment through personal interviews
* Conducted individual and group counseling related to mental, behavioral, substance abuse, personal, and other problems
* Provided crisis intervention services to clients.
* Managed a client caseload
* Utilized community resources to assist clients and their families and provided client/family education, training, and advocacy.

**Community Service**

**Sunnyview Head Start of Greater Dallas,** *Classroom Monitor*  08/2009- 06/2010

**Advantage Preparatory School CDC,** *Classroom Monitor*  03/2008- 12/2008

**Equality Texas,** *Voter Registration* 10/ 2005- 12/2005