SUMMARY OF QUALIFICATIONS

* Impeccable work ethic, reliable and team player.
* Proficient in providing direct quality customer service.
* Capable of working independently or with a team successfully.
* Maintain effective listening and conflict resolution skills.
* Capable of assessing client’s needs and connecting them to appropriate resources.
* Typing skills of 65 WPM
* Proficient in computer applications such as Microsoft Office Suite.

EDUCATION EXPERIENCE

Kaplan University- **Masters of Public Health** 2013 Davenport, IA

* Completed a sixty hour course program ending with a 3.67 GPA

University of Arkansas **Bachelor of Arts in Social Work** Fayetteville, AR

PROFESSIONAL EXPERIENCE

*2017-Present* ***Metrocare Services***

***Qualified Mental Health Professional*** *Dallas, TX*

* Provide overall service coordination, referral, linkage, and advocacy to consumers with varying needs.
* Performs duties with other members of an interdisciplinary treatment team
* Completes psychosocial assessments and recovery plans on new admissions.
* Develop measurable objectives and goals agreed upon by the consumers.
* Actively engages and documents on consumers assigned to caseload
* Participates in interdisciplinary team staffing. Present psychosocial assessment findings and updates team on progress or lack of progress in reaching agreed upon goals.
* Meet with consumers after being discharged from hospital and create safety plans for individual.
* Identify and assist consumers in obtaining entitlements by providing referrals, advocacy and negotiation, as needed.
* Works with the homeless population that struggle with mental health disabilities.

*2014-2017* ***East Arkansas Youth Services*** *Forrest City, AR*

***Non-Residential Caseworker***

* Maintains an active caseload of youth currently in or who have been released from Division of Youth Services custody.
* Performs outreach services for youth referred from the courts or sanctioned by the Division of Youth Services, for Intensive Supervision and tracking and Community Service work.
* Conduct intake interviews with client, parents, or guardians and referral source to obtain information about the presenting problem, client’s needs, and past behavioral history.
* Develops case plans with the client and guardian which would include activities geared toward the clients’ reintegration with clients’ needs in mind.
* Transport clients when necessary and make appropriate referrals to other agencies and services.
* Monitor clients’ progress and behavior in the program, schools, home, or other appropriate agencies as required and agreed upon in the case plan.
* Maintain current clients’ records as required on behalf of the client including progress made.
* Completes all monthly billing reports, as well as attend staffing and trainings as required.
* Attend Court hearings and serve as liaison between the agency and clients.

2006- 2009 **Jewish Family & Career Services (JFCS)-Project Connect** Atlanta, GA

**Case Management Specialist**

* Worked with a variety of clients who had variable challenges, barriers and stabilization levels.
* Maintained a tri-level case management caseload of 30-40 consumers a week, based on clients need.
* Generated Individual Service Plans (ISP’s) in collaboration with clients to ensure goal attainment of above fifty percent by the end of a three-month period.
* Assessed and processed client intakes. Reviewed clients array of service needs which included: mental health review, physical needs assessments, fiscal responsibility, income, employment history and disability.
* Served as an advocate for the homeless and linked consumers to appropriate agency referrals, service providers and professional care/ treatment related services.
* Worked with various populations successfully: substance abuse, co-occurring disorders, mentally ill consumers, persons diagnosed with HIV and persons with felonies to help obtain the resources needed to accomplish their personal goals.
* Coordinated referrals, tracking, monitoring and follow ups on consumer served through program.
* Responsible for grants compliance standards, reporting and tracking outcome attainment.
* Served as liaison between program and women’s substance abuse program.
* Co-facilitated weekly Domestic Violence Support Groups & Substance Abuse Support Groups.