### Linda Smith, MSW

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##### Senior Level Social Work Professional

**Patient Care Assessment | Treatment Administration | Performance Focused**

Accomplished leader with over 15 years’ experience in the healthcare industry in a lead role. Strong problem solving, and interdisciplinary communication abilities coupled with a passion for serving internal and external customers. A solid background in identifying and accessing psychosocially complex cases requiring intervention to transition the client to the next level of care while providing supportive counseling, education, and developing and implementing treatment and discharge plans. Committed to strengthening the healthcare system by combining operational and clinical best practices to improve the efficiency and cost effectiveness of delivering high quality healthcare to consumers.

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| * Healthcare Management * Patient Education * Staff Training * Quality Patient Care | * HIPPA and OSHA Compliant * Crisis Intervention * Treatment Plan Development * Patient Rights | * Electronic Medical Records * Psycho-Social Assessment * Risk Assessment * Case Management Services |

# Professional Experience

**ABC BEHAVIORAL HEALTH/PRINCE OF WALES SRO,** Dallas, Texas

***Qualified Mental Health Professional (QMHP)****, 2008- 2010*

Direct crisis treatment, individual and family counseling and interventions to adolescents and adults; life, parenting, and communication skills; case management activities and coordination with other services; and emergency response to patients in at-risk. Develop Recovery/Transition Plans that are person-centered and empower each client to make informed decisions about goals and to take responsible action in attaining identified objectives. Provide group/individual counseling and dual diagnosis focused services including training on the interplay between substance use and mental illness.

* Effectively managed a case load of 18 clients by reorganizing cases based on lite cases, minor to crises mode in order to address critical cases efficiently and by the correct medical professional.
* Successfully counseled a client who went through multiple relapses, agreed on attending rehab, and the client has been clean for two years.

**SENIOR SOURCE,** Dallas, Texas

***Certified Volunteer Ombudsman****,**2000 - 2003*

Worked towards the enhancement of the quality of life and services for patients receiving long-term services and support. Appointed to a long-term care facility as an advocate on behalf of the residents. Provided mediation between the residents and the staff to resolve issues such as neglect, abuse, quality of life, guardianship, POA, dignity, and autonomy.

* Initiated investigation to a resident who was denied their monthly allotment by notifying The Department of Aging to launch an investigation. As a result, the Nurse was audited by the State of Texas and was found at fault and the Nursing Home was fined.
* Mediated a power of attorney (POA) conflict between family and the resident but notifying the homecare staff and resident’s doctor. Resident was evaluated and found to be in sound mental health to make their own decisions.

**PARKLAND CARE SYSTEM,** Dallas, Texas

***Medical Social Worker****,**1999 - 2007*

Coordinated care with caregivers and the attending physician to provide psycho-social assessments, improve and maintain the social, emotional, functional and physical health status of the patient by providing resources and education. Participated in the coordination of services with other disciplines and community resources to include schools about parenting and adolescent issues. Evaluated and revised care plans/assessments based on changes in patients and their environments.

# Education & Credentials

**Master of Social Work,** Texas A&M University, Commerce, Texas

**Bachelor of Social Work**, University of North Texas, Denton, Texas

Licensures

Baccalaureate Social Worker, #36542

# Community Service Activities

National Association of Social Workers • National Association of Aging

National Association of Mental Illness • Advocated Politically at the State Level