

Melvena Trusty

Child Welfare Supervisor - Lutheran Children Family Service/Liberty Lutheran

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Melvena-Trusty/50bbe9d1bee26bea](https://www.indeed.com/r/Melvena-Trusty/50bbe9d1bee26bea)

Authorized to work in the US for any employer

WORK EXPERIENCE

Child Welfare Supervisor

Lutheran Children Family Service/Liberty Lutheran - Philadelphia, PA - March 2015 to Present

- Interview/recommend qualified candidates for hire; orient new employees to direct service standards and systems needed
- Conduct regularly planned individual and group meetings with staff for case review, clinical consultation, crisis management and training
- Evaluate staff performance against established criteria to clarify/document performance expectations, strengths and developmental needs; recommend trainings for improvement and exercise progressive discipline when necessary
- Responsible for the supervision of 3+ professional staff
- Ensure that cases are managed in compliance with internal and external requirements; formulate and implement correction action plans when requirements were not met
- Approve time worked and leave time requests to ensure adequate case coverage; approve routine expenditures and participate in regional budget process
- Consult and collaborate with other supervisors and program managers to improve agency wide delivery service
- Provide biweekly individual supervision to staff
- Network with peers across human services; serve as an agency liaison with public/private sector
- Adhere to agency policies and procedures

Social Worker/Case Manager Supervisor

Medical/General IHPS, Turning Points for Children - Philadelphia, PA - October 2013 to October 2014

- Directly supervise Social Workers/Case Managers and possibly Family Support Aides who provide In-Home Protective Service
- Develop and maintain a team approach in service delivery among supervisees
- Understand relevant DHS standards and to ensure that supervisees provide quality services in compliance with the standards, policies and practices
- Monitor service delivery through supervisory activities to include but not limited to regular case reviews, face-to-face and collateral contacts, clinical issues; developing and monitoring case specific goal driven outcomes; and completion of documentation.
- Manage the process of opening new cases: attending initial meetings when feasible with DHS, social worker/case manager to outline available services, expectations of participation (i.e. weekly visits), report mandates and to establish goals with input of family members
- Collaborate with DHS staff when necessary to resolve any service delivery issues; request and attend collaborative meetings to ensure quality service delivery and service plan agreement
- Identify ongoing professional development needs and opportunities for staff; communicate options and encourage staff to participate in areas that will enhance their skills and performance
- Complete introductory and annual staff performance evaluations providing feedback and including discussion about development and goal establishment

- Provide input to IHPS Program Director in monthly billing process by: monitoring cases and identifying the appropriate number of visit days per case using an internal spreadsheet; reviewing monthly statement received from DHS

Program Manager

Devereux - Malvern, PA - January 2013 to October 2013

- Provide direct supervision of direct care staff performance; making/changing assignments as needed, providing feedback regarding on-the-job performance and relaying performance information to the Program Director
- Model and utilize appropriate approved therapeutic interaction skills with clients (e.g. New Direction Techniques in area to include praise, making requests, warnings and facilitating transitions).
- Provide crisis prevention and intervention services to the program by responding to crisis as they occur and assist staff in preventing crisis where possible; utilize Safe and Positive Approaches (SPA) intervention techniques appropriate to the degree of threat to safety of the client and others, and in accordance with Devereux SPA standards
- Enter incident reports and Emergency Safety Interventions (ESI) documentation according to established time frames; communicate to parents and/or agency representatives in the event of any client holds
- Observe and report in a timely fashion noticeable changes in client behavior and/or health conditions to the Program Director/and or interdisciplinary treatment team member (i.e. nurse, physician, primary therapist, etc.)
- Participate in the orientation of new employees by serving in a mentor role as well as familiarizing new employees with policies, procedures and common practices

Senior Program Manager

Pathway PA - Holmes, PA - September 2007 to June 2012

- Supervised the following programs: Truancy Case Management, Equal Partners in Change (EPIC), School & Family Together (SFT) and Adolescent Violence Reduction partnership (AVRP)
- Develop and implement program policies, procedure and expectations for all programs
- Monitored programs to ensure compliance with licensing entities and DHS
- Develop and implement staff training in collaboration with the Vice President of Community Based Programs
- Responsible for completing and presenting quarterly reports and annual reports to the Board of Directors
- Reconciliation of petty cash for all programs
- Conducted in-home assessments with the DHS Social Worker
- Coordinated services for youth with disabilities and chronic medical conditions
- Provided supervision to staff in relation to staff needs, experience and time constraints
- Provided supervisory staff with the ability to help families gain resources, skills and confidence to address a myriad of issues

Clinical Supervisor

PathWaysPA - Holmes, PA - 2006 to 2007

- Supervised Truancy Case Managers, SFT Case Managers, AVRP Case Manager and AVRP Counselor
- Provided clinical support to the case managers and staff for effective counseling, case management and/or family assessment
- Organize summer program for the SFT program
- Conduct timely and effective client file review to ensure compliance
- Participated in meetings and assisted with the coordination of community events with the EPIC coordinator

Truancy Supervisor

PathWaysPA - Holmes, PA - 2005 to 2006

- Provided case managers with the skill to assess the factors that contribute to truancy and to advocate for the families in Regional Court and Family Court
- Provided supervision in assessing the school environment and how to successfully meet with school personnel to identify any factors contributing to truancy in the school environment
- Conducted biweekly individual supervision with case managers to ensure effective case management
- Conducted file reviews to ensure compliance
- Monitored the DHS database to ensure compliance
- Prepared weekly and quarterly reports

EDUCATION

Master of Social Work in Advanced Standing

University of Pennsylvania School of Social Work - Philadelphia, PA

2005

Bachelor of Social Work in Social Work

LaSalle University School of Social Work - Philadelphia, PA

2004