

Denise Jones

Brooklyn, NY 11235

denisejones6035@gmail.com

718-332-2530

Authorized to work in the US for any employer

Work Experience

Personal Assistant

Self Employed Private Care - Brooklyn, NY

January 2015 to Present

Coordinate all homecare services, medical ,social, housekeeping, shopping,.

Care Navigator

Harlem United Health Homes

2012 to 2014

Care Navigator

Responsible for executing the medical and support service plans including guiding patients to appointments, and accompanying them when necessary.

Ensures that medication adherence issues are addressed

Acts as the primary liaison with medical providers to ensure patient adherence. Caseload may be as many as 70 patient-clients.

Delivers monthly or weekly health education encounters

Documents all patient encounters and enters all data into web-based system, and responsible for performing grant-related data entry, using ECW and GSI Dashboard systems.

Community Outreach Program Promotion Intern for the Lesbian Cancer Initiative Program

Lesbian, Gay, Bi-Sexual Transgender Community Center

2012 to 2012

2012 to 2012

Community Outreach Program Promotion Intern for the Lesbian Cancer Initiative Program

Conducts and coordinate outreach for program promotion.

Assistant Consultant

Exodus Transitional Community, New York, New York - New York, NY

2011 to 2011

Responsibilities

Assisted with consultation for special projects, staff training, program evaluations and development continuous quality improvement

Assistant Consultant

Park Slope Center for Mental Health, Brooklyn, New York - New York, NY

2009 to 2011

Responsibilities

Conducted external audit on program files, including the development of compliance checklists and created reports to identify non-compliance with state funding program requirements.

Outreach Supervisor

The Partnership for the Homeless, - New York, NY

2006 to 2009

Responsibilities

Supervised teams of outreach workers conducting eligibility assessment for the Food Card Access project.

Developed outreach strategies, sites and schedules, including coordination of staff schedules and established coverage for the project hotline.

Advocated for clients wrongfully denied Food Stamps.

Maintained quality and accuracy of data entered into the project database.

Completed management and administrative reports and assured that proj

Case Manager

P.S.I. C.O.B.R.A., - Bronx, NY

2004 to 2006

Responsibilities

Responsible for coordinating service delivery for team case load of 40 families.

Ensure community follow-up to engage clients in care promotes compliance with medical appointments and encourages client sufficiency and empowerment.

Provided a minimum of 25 hours of direct case work/management per week.

Assured timely intake assessments, re-assessments, service plans and referrals.

Conducted case conferences with all primary agencies involved with clients, obtaining case records when necessary.

Supervised all team member CFW and CMT's case activities and responsible for all documentation and maintaining billing records sheets for Medicaid reimbursement.

Housing Specialist

The Fortune Society - New York, NY

2002 to 2004

Responsibilities

Identified and developed emergency, transitional and permanent housing for HIV and AIDS population.

Assisted clients with life skills and assessment for independent living, including creating household budgets.

Developed and maintained housing incentive program that encouraged private landlords to accept HASA rents to house transitional and permanent clients.

.

Assistant Supervisor

F.E.G.S - New York, NY

2000 to 2002

Responsibilities

Responsible for skills assessment and job placement for HRA clients.

Prepared resumes and cover letters for clients. Conducted instructional classes on job search strategies, proper job interview etiquette, appearance, and attitude.
Supervised all support staff at Riverview HRA job center and Enrollment specialist.

Education

Community Health, Program Design in Human Services

SUNY Empire State College - New York, NY

2011 to 2016

New York City Technical College

2006 to 2007

Skills

Care Giver, Customer Service, Personal Care

Awards

Congressional Award for community service 2008 Congressman Ed Towns

2008

Nominated and accepted Congressional Award for community service 2008(Congressman Ed Town 10th congressional district) East New York March 15th of 2008 Women who Dare to be different.

Elliot Tomlin Foundation Visions Award

2007

Recipient of the Elliot Tomlin Foundation Visions Award for outstanding community service for East New York 2007.

Additional Information

Human Services Professional with over a decade of experience working with diverse populations, excellent documentation skills, extensive knowledge of New York City Social services systems and networks, proven ability to demonstrate outcomes dedicated to addressing social issues.