**M. Shannon Kelly, LICSW, CPCC**

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Innovative, bright, energetic professional with 15 + years relevant experience. Specializes in designing and delivering powerful trainings, leading and transforming teams, and providing one-on-one coaching to employees ranging from entry- level to executives.

**Rhapsody Coaching 1/08-Present**

***Certified Personal and Professional Coach; Workshop Designer and Facilitator; Organizational Consultant***

* Provide Personal and Professional Executive Coaching and Consulting services to individuals and organizations. Coach and train C-Suite and Executive Leaders, middle managers, entry-level employees, and entrepreneurs, in fields ranging from design and innovation, to healthcare, to high-tech, to global defense.
* Design and lead workshops, trainings, and retreats for the public, organizations and teams on coaching skills, leadership, organizational and team development, conflict resolution between polarized groups, work-life balance, personal and interpersonal growth, and communication.
* Develop and manage all aspects of business including website, marketing, bookkeeping, scheduling, and billing.
* Launched the Bigger Game 2-Day Experience in Boston in collaboration with its founder: Handled all marketing, sales and negotiation, day-of logistics, and co-delivered workshop with the Founder. A second successful workshop was held the following year.
* Co-designing and co-delivering the expanded Bigger Game Living Retreat.
* Co-delivering the first-ever Bigger Game workshops in Philadelphia and New York City this fall.
* Retained by Director of Learning and Organizational Development at Dana Farber to lead the Coaching portion of their extensive Leadership development program, and invited back this year.
* Retained by the Department of Youth Services to develop and deliver professional development training for clinicians.
* Retained by The Regional Center for Healthy Communities to deliver coach training to regional partners.
* Design and lead public workshops on topics such as wellness, coaching skills, and creativity.

**Cambridge Prevention Coalition, City of Cambridge 5/10-Present**

***OPEN (Overdose Prevention and Education Network) Project Coordinator***

* Conduct trainings for organizations. Enhance and develop curriculum on an ongoing basis.
* Advise local social service agencies, utilizing our research, specialized skills, and materials to enhance their service delivery.
* Hired and supervise a diverse team of Outreach Workers who have reached over two thousand Cambridge residents in a year with our message and materials.
* Build partnerships between organizations in Cambridge, Somerville, and the surrounding communities, which have resulted in positive policy change to better serve consumers.
* Facilitate a bi-monthly meeting of providers, consumers and others invested in this issue to ensure the visibility of the issue is maintained and to foster a community-wide effort to effect change.
* Authored all content for our website, odprevention.org
* Partnered with a Film Professional to write, cast and produce 4 short videos on overdose prevention.

**Big Sister Association of Greater Boston 8/05-12/07**

***Manager of Community-Based Mentoring***

* Managed 20 Social Workers at three sites, serving 1100+ Community-Based Big/Little Sister Matches in 69 towns throughout Greater Boston.
* Transformed an understaffed, turnover-prone department into a vibrant, cohesive, focused team within 6 months of hire through thoughtful hiring decisions and a supportive, collaborative, high-energy management style including weekly clinical supervision and coaching.
* Improved staff retention and promoted professional growth and development for social workers with the implementation of a multi-tiered staffing structure, and created new supervisory roles within the team to improve service delivery.
* Increased number of girls served each year and reduced waitlist time, while maintaining some of the highest quality measures in the National Federation.
* Developed annual work plan, department goals and quarterly reports accountable to CEO and Board of Directors.
* Completed extensive program development, including: updating processes to improve quality of match decisions and streamline and expedite matching process for girls and volunteers; enhancing gender-specific Volunteer Training and Support Groups and Girl’s Safety and Empowerment workshops; establishing a Community-Based MSW internship program; implementing a new Case Management database system and writing an agency database procedures manual.
* Planned and emceed three annual events for 300-plus Big and Little Sisters.
* Collaborated with large Boston-based corporations to coordinate activities for Big and Little Sisters.

**Boston Senior Home Care 4/03-4/05**

***Team Manager***

* Recruited, trained, and managed 32 unionized Case Managers, serving over 2500 elders in the greater Boston area. Recruited/sourced highly specialized and diverse staff to address extreme cultural diversity in the client base.
* Developed and implemented agency goals and programs, within ever-shifting state budget guidelines, ensuring accurate interpretation of state regulations.
* Collaborated with nurses, Protective Services, social workers, physicians, home care vendors, psychologists, and others to design specialized service delivery plans designed to meet the needs of clients.

**Casa Myrna Vazquez, Inc. 8/00-3/03**

* Managed all aspects of CMV’s two emergency domestic violence shelters including recruitment and staff management, budget, reporting, policies and procedures and training.

***Assistant SafeLink Coordinator***

* Assisted in the development of SafeLink, Massachusetts’ first statewide domestic violence hotline.
* Managed the program’s day-to-day operations, and implementing quality assurance measures.
* Recruited and provided clinical supervision and coaching to 30 staff and volunteers, ensuring 24-7 schedule.
* Developed and taught biannual six-day mandatory staff and volunteer training and developed an extensive training manual. Planned and presented classroom trainings and implemented hands-on training techniques.

##### Education and Certification

**Certified Professional Co-Active Coach,** Coaches Training Institute

**Master of Social Work**, Boston University School of Social Work

**Bachelor of Arts**, Psychology & English, UNC-G

**Licensed Independent Clinical Social Worker**

**Certified Bigger Game Trainer**

**Co-Active Leadership Training Graduate**