

## CODE A-4

### **SUMMARY OF QUALIFICATIONS**

- 5 years' experience working in social and human services
- Licensed Social Worker (LSW)
- Use listening, communication, and counseling skills to meet the individual needs of clients
- Use analytical and problem-solving skills when developing strategies to accomplish tasks and projects
- Computer Skills: Social Assistance Management System (SAMs); MS Word; MS Excel; type 40 w.p.m.

### **RELEVANT EXPERIENCE**

July 2004-present **BOSTON SENIOR HOME CARE** Boston, MA; *Administrative Case Manager*

- Provide case management for uncovered caseloads:
  - Phone contact with clients and their families, service providers, home care staff, and other third parties related to case management and to resolve issues that arise
- Services: suspension, reinstatement, authorization, and referrals
- Refer clients to community resources / programs (i.e. food stamps, fuel assistance, in-home counseling, Veteran's benefits, and Mass Health / Medicaid)
- Work with certified home health agencies, hospitals, rehabilitation facilities, and nursing homes to coordinate home care services upon client discharge
- Present cases for clinical review during regular supervision meetings
- Conduct case management follow-up for specific cases
- Provide on-call coverage for all caseloads twice a month
- Accompany case managers and home care nurses on home visits, as needed

Jan.–Nov. 2003 **COMMUNITY HEALTH and ALTERNATIVE OPPORTUNITIES SERVICES INC.-JOB LINK** Lynn, MA; *Educational and Employment Advocate* for Department of Mental Health clients

- Assisted clients in enrolling in literacy, GED, ESL, and job training programs, and post-secondary institutions
- Provided tutoring to clients enrolled in educational programs
- Assisted clients to prepare them for jobs including preparation of resumes and cover letters, practice completing job applications, interviewing skills, finding job leads, and placing follow-up calls
- Supported clients by helping them develop strategies for solving on-the-job issues
- Assisted clients with career exploration through the use of career assessment tools
- Responsible for the curriculum planning and co-teaching of the JobLink computer classes, and co-planning and presentation of JobLink Vocational and Educational Workshops
- Produced weekly and monthly progress reports to monitor clients' progress towards their vocational, educational, and personal goals

### **EDUCATION**

**BOSTON UNIVERSITY, SCHOOL OF EDUCATION**, Boston, MA

- Masters of Education in Higher Education Administration, Sept. 2002
- Cumulative G.P.A. 3.78

**UNIVERSITY OF CALIFORNIA, DAVIS; COLLEGE OF LETTERS and SCIENCE**, Davis, CA

- Bachelor of Arts in Sociology, minor in Education, June 2001
- Cumulative GPA 3.4; Dean's List