

RESUME #379

Passionate About Making a Difference — Helping People to Become Their Best Selves

OBJECTIVE

Dedicated and results-driven professional to secure a position with your organization or agency as a *Manager, Supervisor, other key role as a Case Manager, or as applicable in the Human or Social Services settings*, utilizing my extensive skills, training, expertise, education, and experience

SUMMARY OF QUALIFICATIONS

- Over 20 years' experience in key managerial roles in Human Services settings, most recently as a Supervisor of Care Coordination, supervising 10 Care Coordinators, managing and counseling clients through Kaleida Health Care, providing and coordinating medical services for utilization and application, including overseeing major elements of process management, managing an aggregate portfolio up to 500 individuals with intellectual/developmental disabilities, consulting with and functioning as a significant contributor in interdisciplinary team meetings on behalf of the safety and well-being of clients, participating in conducting assessments to gauge alignment with short/long-term targeted goals, objectives, and much more
- Proficient in all aspects of staffing and administering professional development, including interviewing, hiring, training, mentoring, scheduling, delegating assignments, setting program/project initiatives, goals, and objectives, monitoring all work activities for progress towards the attainment of such goals and objectives, overseeing individuals for quality, expediency, and appropriate employee/client/patient interactions, conducting performance evaluations with written reviews, implementing promotions disciplinary measures, and terminations
- Experienced working with adult individuals with mental illnesses, behavioral issues, and/or substance abuses, assisting them to improve quality of life, finances, improving independent living skills, and more
- Possesses a Bachelor degree in Social Work with a concentration in employment services
- Initiates research into innovative marketing approaches to develop top-of-mind awareness in the community with several promotional concepts adopted and deployed by upper management
- Initiates, reviews, revamps, and streamlines inefficient systems for greater productivity, eliminating waste, increasing productivity, and enhancing quality client services and outcomes
- Leverages technology to enhance productivity, Windows, MS Office, proprietary software (PowerChart, HEALTHeLINK, Internet research, and email)
- Multi-tasks efficiently in a fast-paced setting, learns new systems quickly, and completes all assignments and projects on time or ahead of critical deadlines
- Utilized as a knowledgeable and respected resource, highly regarded by all levels of management, peers, staff, and clients, the "go-to" professional, to provide sound judgment, well-informed decision-making, and solutions to complex client/patient services logistics and client/patient relations issues, including averting or defusing escalations, through the formulation of strategic and effective planning when others cannot

PROFESSIONAL EXPERIENCE

12/19 – 10/20

Supervisor of Care Coordination

Oishei Healthy Kids, Buffalo, NY

- Oversaw 10 Care Coordinators in association with the Department of Health in Oishei Children's Hospital, maintaining a revolving aggregate caseload of 500 individuals throughout Erie County with intellectual and developmental disabilities, children and adolescent from birth to 21 years-of-age, responsible for coordinating with Medicaid service providers on their behalf to ensure quality, well-being, and safety, as well as achieving measurable progress towards greater independence

Supervisor of Care Coordination (cont.)

- Responsible for all staffing and Coordinator professional development, from hiring, training, and mentoring, to delegating assignments, providing oversight regarding daily activities, Plans of Care, conducting performance evaluations with written reviews, implementing disciplinary measures, and more
- Ensured that coordinators communicated with individuals a minimum of once per month, in-person or over the phone, and conducted face-to-face consultations, as needed
- Maintained personal and staff collaborations with interdisciplinary teams to continually assess and maintain individual Life Plans in alignment with short and long-term targeted progress goals and objectives, functioning in the capacity of an Advocate to protect their rights and ensure that various services were appropriately and fully utilized in compliance to regulations

06/16 - 12/19

Coordinator of Education and Employment

Niagara Falls Memorial Medical Center, Niagara Falls, NY

- Oversaw the successful 4-year grant-funded internship Career Development and Occupational Studies (CDOS) program, guiding and directing up to fifty 9th - 12th grade students from Niagara Falls High School, all with intellectual disabilities, designed to introduce students into the workforce
- Educated area retailers and hotel management about the program and coordinated commitments with such businesses as strategic partners, including T.J. Maxx, Tops, Como Deli, and Wingate at Wyndham, and Antonio's to include students in a wide range of positions suited to their entry-level capabilities
- Engaged school administration and faculty, informing them of all aspects of the program, gaining their approval, and keeping them updated on the students' development throughout the 4-year process, including some students with dedication to their jobs for over 2 years, and securing paid positions after graduating from high school
- Created and coordinated functional in-house training centers, one situated in St. Charles Church (daycare) and 3 other centers in Niagara Falls High School (the Library, Clothes Closet, and the kitchen)
- Coordinated and conveyed students' progress within the program to both parents, administration, and faculty, including submitting reports of work hours which were highly appreciated by all strategic partners, experiencing no incidents

01/92 - 06/16

Manager of Supported Employment / Coordinator / Counselor

Opportunities Unlimited, Niagara Falls, NY

- Oversaw all daily employment placement operations, supervising up to 7 employment specialists working with up to 110 individuals with mental and/or physical disabilities for job placements in various industries and businesses throughout Niagara County
- Prospected for new business partners through the employment placement service, meeting with key personnel or principal owners, educating individuals regarding the process, securing agreements, and supplying workers for appropriate needs
- Functioned in a liaison capacity between individuals, their families, and various social services/community agencies, as needed to improve personal and family conditions, ensuring employment for workers and promoting financial independence

EDUCATION, TRAINING & ACHIEVEMENTS

Bachelor of Science, Social Work, 2004

SUNY Buffalo State College, Buffalo, NY

Associate in Applied Science, Criminal Justice, 1991

Niagara County Community College, Sanborn, NY

Regents Diploma

Practical Nursing Diploma

Trott Vocational High School, Niagara Falls, NY