

CASE MANAGER/OUTREACH ADVOCATE

Summary

Adaptable and friendly Case Worker and team player with comprehensive background in crisis intervention utilizing motivational interviewing techniques.

Highlights

Microsoft Office, Word, Excel, Outlook, Data Entry and Power Point.

- Ability to interact with a diverse population with a compassionate demeanor. Excellent interpersonal skills
- Strong communicator
- Culturally-sensitive
- Self-starter
- Skilled multi-tasker
- Fast learner
- Detail-oriented

Accomplishments

Spearheaded cell phone collection program for survivors.

Received Employee of the Month on multiple occasions.

Experience

Case Manager/Outreach Advocate

June 2008 to October 2014 Company Name i¼ City , State

- Caseworker/Outreach Advocate Use Microsoft Word in culmination with Excel to create monthly board reports Responsible for entering daily client data in the Integrated Tracking System Maintaining client files Responsible for maintaining client confidentiality Answer hotline calls Charged with maintaining and ordering all office supplies Used Xerox and fax machine Prepare presentations for outreach events Spearheaded cell phone collection program for survivors Assisted up to 15 survivors of domestic violence and sexual assault per week with setting and achieving goals that lead to recovery and self sufficiency by identifying victim needs and connecting clients to agency services Monitor client's progress with specialized agency service providers (e.g.
- housing specialist and employment specialist) to ensure client is meeting goals and to help minimize any potential barriers to success Conduct approximately a dozen monthly home visits to identify changing needs and assess progress.
- Provide clients with support, crisis intervention, advocacy, information and additional service coordination, such as transportation and dispatching Serve as the 24 hour on-call responder for one week a month multiple times a year to provide crisis intervention and personal accompaniment for sexual assault survivors Speak publicly to the Fort Bend County community and schools at least ten times annually regarding domestic violence, sexual assault, and how to create healthy relationships Selected to collect and review all caseworker monthly client status reports Coordinate and monitor specialized service providers (e.g.
- housing specialist, employment specialist, follow up position, etc.) to ensure client is meeting social service goals Provide crisis intervention assistance and uses motivational interviewing technique.
- Provide accompaniment as needed.
- Conduct casework with residents to include goal setting regarding recovery, access to mainstream benefits, education, job training, employment, personal financial planning, and other services necessary.
- Oversee client transportation needs.
- Coordinate programs for women including, but not limited to, support groups, employment and self-improvement.
- Be knowledgeable of community resources.
- Complete accurate documentation and maintenance of client files.
- Serve as an advocate on behalf of residents.
- Complete Client Service Plan Act as child advocate (includes having knowledge of child development, parenting skills, and dynamics of family relationships; sensitivity to the needs of children; ability to respond in a constructive, supportive manner to the parent and child clients in crisis; ability to plan and implement activities for children; knowledge of the local network of children's services) Act as legal advocate (includes having a working knowledge of Texas laws pertaining to family violence/sexual assault, as well as the justice systems; response to family violence/sexual assault; be familiar with legal services, resources, and procedures available to victims in each county where services are provided; assist clients in safety planning and re-evaluation of the safety plan as part of an individual service plan; identify legal rights and options as part of individual service plans) Complete a minimum of once weekly contact to facilitate client's goal setting and safety planning.
- Participate in agency fundraisers, community awareness and speaking activities.
- Provide victim information to clients, including referrals to the victim assistance/advocacy staff as appropriate.
- Demonstrate leadership, communication, and problem solving skills in a manner which encourages and empowers residents to seek remedies for positive change.

Texas Works Advisor I

August 2005 to May 2008 Company Name i¼ City , State

- Texas Works Advisor I Determined and re-evaluated eligibility for Food Stamps, Medicaid and TANF.
- Interviewed approximately 30 clients daily, accurately documented the information gathered, and verified case data to determine benefits

Explained program benefits and requirements to new and re-certified clients Reviewed eligibility of clients for ongoing services.

- Promoted self-sufficiency to clients and potential clients through coaching, peer counseling, and assessment of client records.
- Prepared and coordinated mail, faxes and express packages, as well as maintaining neat client files via filing and photocopying
- Interviewed and assessed [Number] new clients each week. Selected and compiled relevant information and resources for clients to support them in overcoming mental and emotional problems. Referred clients to outside social service providers to address psychiatric and personal issues. Pursued ongoing education and training opportunities to further develop professional skills. Built positive rapport with law enforcement officers, court officials and community service agencies. Referred clients to other mental health resources in the community for further services. Referred family members to outside support options to help them cope during times of increased stress. Communicated with local agencies, schools, churches, courts and employers regarding client involvement and attendance in programs.

Call Center Representative

June 2002 to October 2002 Company Name i¼ City , State

- Answered multi-line phones and routed calls to the appropriate center.
- Scheduled appointments and assisted clients with problem solving.
- Helped to maintain an efficient office by assisting with copying and faxing.

Education

No Degree : Psychology , May 1992 Houston Community College i¼ City , State , USA

High School Diploma : June 1990 Forest Brook High School i¼ City , State , USA

No Degree : Business Administration , January 2012 Hampton University i¼ City , State , USA

Additional Information

- AWARDS AND HONORS Awarded Employee of the Month at the Fort Bend County Women's Center in the year of 2008, 2009, 2010, 2011

Skills

Excellent communication, computer skills, copying, counseling, data entry, documentation, faxing, filing, financial planning, goal setting, leadership, Microsoft Office (Outlook, Power Point, Word, and Excel), networking, organizational skills, presentations, problem solving, problem solving skills, and public speaking.