

PROGRAM MANAGER

Professional Summary

A Program Managers working in a withdrawal management facilities responsible for supervising and coordinating staff. Duties performed include recruiting new employees, assigning tasks, scheduling shifts, training staff, improving patient care standards, and developing strategies for increasing productivity. I have integrity and a passion for performance. I am confident that my strong professional background as a Program Manager as well as a Senior Detoxification Nurse with Metropolitan Development Council would make me an asset to your University. In addition to my experience, I possess effective communication, Customer Service skills, and I excel within a highly competitive environment with the skill sets of a Project Manager necessary to get the job done independently and/or as a team. I have more than 14 years of professional experience in Detox and Rehabilitation client services, business excellence, Customer care, Corporate Administration and process/change improvements. I have excellent interpersonal and team-building skills. I have the ability to manage supply and chain budgets, medical records, employee performance evaluation, staff recruitment, and retention and quality improvement. I am a Program Manager/Lead clinical nurse who consults and collaborates with other health care professionals to coordinate the management of patient care and the daily function of a 16 bed detoxification center and 12 bed sobering center. I am successful at communicating with all levels of management to ensure project and organizational goals are achieved. And my Career in the US Army as a Squad leader gives me the Leadership skills to head any project from beginning to completion.

Licenses

Licensed Practical Nurse

Skill Highlights

- Management

Committed to compliance reporting

Budgeting expertise

Successful treatment of [Drug and Alcohol addiction patients](#)

[Avatar system](#)

[Familiarity with disease management programs](#)

Trained in in- and out-patient care

- Withdrawal Management
- AVADE Instructor
- CPR First Aid Instructor

Professional Experience

Company Name June 2013 to Current Program Manager

- Manage 16 bed detoxification unit and 12 bed sobering center, manage and supervise the day to day operation of both inpatient and outpatient facilities. Select, supervise, train, develop, and evaluate staff Maintain licenses and certification for both inpatient and outpatient treatment Provide patient care, ensure safety and discharge plan Available 24/7 via cell phone for staff consult and staffing issues.

Company Name June 2000 to June 2013 Rehabilitation/Detox Lead Nurse

- Patient care, medication administration, transcribe doctors' orders, Provide quality care to patients Attend to clients Physical and emotional needs.
- Coordinate aftercare treatment; maintain accountability for medications, patients and Hospital equipment.
- Coordinate duties with program director and perform duties in Program Directors absence, ensure program staffing, ensure Rehabilitation center has adequate supplies, sign purchase requisition.
- Advising the Vice President of social and health services of any emergency that may arise and correction of any staff errors.
- Consult with physician with any emergency health concerns.
- Scheduling of inpatient admission, community resource appointments, Constant use of office equipment.

Company Name September 1997 to April 2005 SSG, Squad Leader, Physical Fitness Instructor

- Critical care, Cardiac nurse, Patient Care, Charting, give medication.
- Counseling soldiers.

Education and Training

City University of Seattle 2012 Bachelor of Arts : Management City , State GPA: GPA: 3.3

Management

Fort Sam Houston Military Academy of Science 1998 City , State GPA: GPA: 3.0

Accomplishments

- Aid Ministry Provide medical aid during ministry service Provide eye exam to back to school student during win the neighbor Holiday Chef/Tacoma Detoxification Center Provided, prepared and served meal Other Skills Registered counselor 2010(expired) BLS instructor Certificate Non-profit Management 2013 University of Washington Master in Tae kwon do AVADE instructor Affiliations National federation of license Practical Nurses World Tae kwon do Federation American Cancer Society.

Personal Information

I am certain that I can make a significant contribution and I look forward to the opportunity to speak with you. To further acquaint you with the specifics of my background, I am enclosing a list of specific points that I feel make me a perfect fit for WGU. Thank you for your time and consideration, Tonia Hess

Skills

Counseling, Critical care, clients, discharge plan, director, medication administration, office equipment, Patient Care, quality, Rehabilitation, safety, Scheduling, staffing, phone

Additional Information

- I am certain that I can make a significant contribution and I look forward to the opportunity to speak with you. To further acquaint you with the specifics of my background, I am enclosing a list of specific points that I feel make me a perfect fit for WGU. Thank you for your time and consideration, Tonia Hess