

Joan Smith

2337 W. Main Street || Springfield, IL 55555

smith1393@yahoo.com

(555)-670-1653

SUMMARY OF QUALIFICATIONS

Highly motivated individual with 10+ years of experience ensuring that all medical, emotional, and social needs of resident were met and maintained on an individual basis. Worked in accordance with current federal, state, and local standards in completing assessments, implementing care plans, and collecting information to design multi-faceted activities. Proven ability to collaboratively develop and modify treatment plan goals, objectives, and outcomes. Work well as part of multi-disciplinary teams and with other departments – providing quality care for facility residents. Profound knowledge of development and execution of social service programs, evaluation of resident needs, and supervision on employees. Experienced in performing case management to ensure resident goals, objectives, and requirements are met. Liaised between community agencies, service providers, and residents.

Areas of Proficiency:

- Social Services / Mental Health
- Care Plan Development
- Referrals / Community Resources
- Program Development
- Resident Needs Assessment
- Crisis and Case Management
- Progress Notes / Documentation
- Evaluations and Observations

PROFESSIONAL EXPERIENCE

Springfield Outreach Center

Springfield, IL

Executive Director

2011 – 2018

- Supervised all agency clinicians and coordinated supervision via additional clinical supervisor(s), who met minimum supervisory requirements and assisted the agency with the establishment of practice guidelines.
- Designed and supported the implementation of treatment protocols employed in all service delivery.
- Performed oversight and consultative supervision of all non-medical direct care staff, including both administrative and clinical supervision in the agency. Reviewed fidelity to service models/service quality.
- Collaborated with Medical Director, QM Director, and key clinical staff to assure that clinical expertise was available at all levels. Identified and monitored operational, service, and personal outcomes.
- Ensured continuity of care through the development of strong collaborative relationships with other agencies, providers, and policy makers. Identified and implemented best possible practice protocols.
- Coordinated with the Training Director to develop plans and protocols for new clinical and program staff training and supervision. Provided input and approval of strategic employee training modules.
- Developed solutions to issues with government regulations, which required the use of ingenuity and innovation to ensure solutions were consistent with organizational policies and procedures.

The Turning Leaf Center

Springfield, IL

Activity Director

September 2011 – May 2015

- Demonstrated ability in planning, organizing, and implementing an advanced program of clinical and therapeutic activities designed to efficiently meet the social, spiritual, intellectual, emotional, educational, and physical needs of residents in accordance with comprehensive resident care plans.
- Documented for 120 residents: initial assessments, annuals/quarterly assessments, care plans, and MDS.
- Closely collaborated with other departments to insure a successful survey for the Joint Commission Accreditation of Healthcare Organizations. Actively engaged in weekly meetings with other departmental staff to address and create interdepartmental interventions for residents as needed.
- Safeguarded all residents to ensure all their needs were met. Represented clinical and operational initiatives for the organization. Participated in strategic planning for improving facility and services.

Springfield Nursing and Rehabilitation Center

Social Service Coordinator

Springfield, IL

June 2008 – December 2009

- Planned, developed, and organized social service program to attain/maintain the highest practicable physical, mental, or psychosocial well-being of each resident. Worked in conjunction and collaboration with physicians and other healthcare professionals to conduct resident's evaluation and treatment.
- Experienced in managing a unit of 60 residents, and maintained accurate social service documentation, e.g., MDS, Care Plans, Social Histories, Assessments, Annuals, Progress Notes, and Discharge Plans.
- Identified and assessed the medically related social service and emotional needs of the residents to include psychosocial treatment modalities and interventions as well as mood/behavior issues. Established and maintained policies and procedures to ensure the confidentiality of all residents' social information.
- Engaged in weekly meetings to address and create interdepartmental interventions for facility residents.
- Provided timely assessments while participating multi-disciplinary treatment team meetings to discuss and review resident treatment plans, and specified recommendations for changes in treatment plans.
- Developed/organized individualized service plans for residents. Provided organizational leadership in conferring with external organizations to effectively coordinate outside referral services for residents.
- Was fully responsible for doing assessments on new resident admissions. Facilitated one-on-one sessions with residents that were having a hard time adjusting or having feelings of sadness or depression.
- Coordinated and implemented the successful integration of social services and case management functions into resident care planning processes. Trained new social services employees on MDS computer system. Worked with a team to provide the best care for each resident in the facility.
- Utilized leadership in the development and monitoring of organizations financial affairs. Represented organization's viewpoints to community stakeholders, agencies, customers, and interested parties.
- Performed work tasks in a manner that preserved each residents dignity, privacy and confidentiality.
- Participated in the development/implementation of strategic plans, objectives, policies, and priorities.

Springfield Rehabilitation

Activity Director

Springfield, IL

December 2006 – September 2007

- Managed/completed documentation for 160 residents on initial assessments, annual and quarterly assessments, care plans, and MDS. Supervised staff of five employees while collaborating closely with employees to improve a Traumatic Brain Injury Unit for individuals in need of specialized rehabilitation.
- Maintained high-quality documentation of all case work; completed in a timely manner and consistent with outlined program policies and resident requirements. Provided crisis intervention as needed.
- Remained current of changes in federal and state rules and regulations involving program policies and procedures and ensures that case work meets Medicaid/Agency standards and Best Practice Principles.
- Ensured that the organization utilized long-range strategy for organizational activities to achieve its mission.
- Provided leadership to organization to ensure customer service, staff relations, and efficiency of service.
- Promoted the well-being and satisfaction of residents through services and physical environment by developing and implementing programs that enhanced the quality life and service for facility residents.

EDUCATION

Springfield University

Master of Business Administration

Springfield, IL

2018

St. Louis University

Bachelor of Science – HealthCare Leadership

St. Louis, MO

2005