

## PATIENT ADVOCATE

### Summary

Compassionate and professional Crisis Specialist who believes excellent people skills and open communication are essential functions of successful client advocacy.

### Highlights

- Exceptional organizational skills
- Mediation
- State government background
- Proficient in NIMS and ICS
- Creative problem solver
- Empathetic
- Emergency response training
- Natural leader
- Excellent interpersonal skills

### Accomplishments

- Effectively manage caseloads of more than 50 clients at any given time with Cardon Outreach.
- Promoted to Case Assistant after 4 months of employment with Chippewa River Industries
- Received Letter of Recognition and Letter of Accomplishment from the MN DOC Warden for correctional excellence

### Experience

#### Patient Advocate

November 2015 to Current Company Name 1/4 City , State

- Created and maintained all patient accounts in Mpower and updated the hospital on any progression in obtaining Medicaid coverage.
- Educated patients about the different types of Medicaid
- Advocated for the patients on their behalf when working with the county to get Medicaid coverage.
- Managed a caseload up to 50-60 patients.
- Maintained patient privacy and confidential patient information.

#### Case Assistant/Job and Life Skills Coach

July 2013 to November 2015 Company Name 1/4 City , State

- Reported and documented relevant information as it pertained to the clients behaviors and their well being to the Job Developer and DVR.
- Conducted comprehensive initial in-home and in-office vocational assessments prior to first wraparound meetings.
- Documented all clients' information including service plans, vocational reports and progress notes.
- Conducted outreach, advocacy and rehabilitative services for vocational cases and crisis intervention if needed.
- Taught clients anger management techniques, relaxation skills, impulse control, social skills, emotional coping skills and functional living skills for successful community employment and life skills.
- Created, "Job Coaching 101" and presented to new and existing job coaches

#### Office Administration Specialist Senior

January 2012 to February 2013 Company Name 1/4 City , State

- Promoted to Office Administrator in 2012 in the OPH prison education department
- Supervised offenders within the education department and kept track of their discipline/payroll
- Proficient in the MARCS and Crystal Reports databases
- Drafted memos and letterheads for the Education Director using Microsoft Office
- Administered TABE testing for offenders obtaining their GED/HSED
- Coordinated the Reading is Fundamental Book Fair for institution offenders as well as the offender graduation
- Successfully learned the OPH Offender Education Channel media software, designing a custom schedule for televised education lessons within the institution.

#### Correctional Officer

July 2005 to January 2012 Company Name 1/4 City , State

- Enforced resident behavior management system and wrote incident reports for infractions following ICS protocol.
- Employed de-escalation techniques, verbal commands and used physical and mechanical restraints to address unruly inmates.

- Implemented defensive tactics and physical restraints to maintain the safety and security of personnel and the general public.
- Served as a new officer mentor, member of the Conflict Resolution Committee and a Diversity Instructor
- Created the training module, "Generations in the Workplace" using Power Point while a Diversity Instructor.
- Successfully completed the "Learning to Lead" training seminar and the only non-supervisory staff to attend and complete this series
- Promoted into two Work out of Class opportunities (Corrections Manufacturing Specialist and Office Administration Senior) during my time as an officer.

#### Point of Sale Supervisor

March 2002 to August 2004 Company Name i¼ City , State

- Supervised up to 20 teammates per shift.
- Analyzed sales transactions and reported them to Sales Manager.
- Received recognition from the Shopko CEO for providing excellent customer service.

#### Education

Sociology Leadership Studies , Present Fort Hays State University i¼ City , State Minor: Leadership Studies

A.A.S : Criminal Justice , 6/2005 Rasmussen College i¼ City , State Criminal Justice

FEMA - IS-00019.15 Supervisor EEO Course Certification : 10/2015

ICS 100 for Hospitals : 10/2015 FEMA

Minnesota Department of Corrections \*Learning to Lead Certificate \*Part one of the departments supervisory course : 1/2012

#### Skills

Public Relations, Case Management, Client Advocacy

#### Community Service

##### **Disaster Responder**

American Red Cross - Altoona, WI (Northwestern Region)

January 2016 to Present

- Currently training via online for Disaster Relief certification

#### **Child Adocate**

Turning Point Domestic Abuse Shelter - River Falls WI

March-2005 to June 2005

- Worked with children of domestic abuse situations.
- Led circle groups for children 5 to 10 years old.

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