

SAM SMITH

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HUMAN SERVICES PROFESSIONAL WITH 17+ YEARS OF LEADERSHIP EXPERIENCE

Program Development & Implementation/Staff Supervision & Training/Community Education & Outreach

PROFESSIONAL PROFILE

A compassionate, entrepreneurial, and solutions-oriented Human Services Professional with a demonstrated track record of success working with diverse client populations including geriatrics, diabetics, abused and neglected children, homeless families, and elementary/middle school students. Effective motivator, communicator, and advocate with inherent ability to manage all types of personalities, diffuse stressful situations, proactively resolve issues, and meet and achieve challenging goals and objectives. Proven ability to develop constructive and effective relationships with a broad and diverse group of cross-functional business partners, influence key internal/external stakeholders, and effectively interact with and relate to individuals on all levels. Team-oriented; consistently recognized for capacity to establish and maintain solid relationships with clients, support staff, management, community professionals, and local, state, and federal agencies. Strong interpersonal, organizational, and analytical skills. Excellent written and oral aptitude. Microsoft Office proficient.

CORE COMPETENCIES

- *Program Creation/Deployment*
- *Case Management Services*
- *Crisis Intervention/Response*
- *Treatment Review/Planning*
- *HIPPA/Code of Ethics*
- *Treatment Analysis/Planning*
- *Client Operations & Support*
- *Corporate Relations/Retention*
- *Instructional Design & Delivery*
- *Metrics Reporting & Tracking*
- *Personnel Management/Training*
- *Budget/Resource Administration*
- *Group Facilitation/Leadership*
- *Community Outreach/Education*
- *Presentations & Public Speaking*

EDUCATION

Masters of Social Work, Child and Family
Bachelor of Arts in Sociology and Psychology
Howard University, Washington, D.C.

Coursework Completed Toward a Masters Degree in Education/Elementary Education
Trinity Washington University, Washington D.C.

PROFESSIONAL EXPERIENCE

Case Manager Any Town, USA Nov. 2007 - Present

ABC Hospital

Provided case management services for over 100 clients annually to improve Diabetes Outcome Research for one of America's most renowned hospitals.

- Served as the direct point of contact for clients who were referred or volunteered for diabetes treatment, management, and support; coordinated assessment planning, implementation, screening, care coordination and evaluation.
- Assessed social and emotional factors to help the client and family adhere to medical recommendations and overcome problems in daily living.
- Initiated referrals and linkages to ancillary services including specialty clinics and consultations to ensure the health care needs of the client are met.
- Served as the primary liaison between health care professionals and the client to maintain continuity of care.
- Collaborated with Department of Social Services and other community resources regularly.
- Ensured client confidentiality in accordance with HIPPA and social service code of ethics.

Selected Accomplishments:

- Consistently contributed to the development of evidence based professional practice model of care.
- Accomplished aggressive research goal; secured 1K patients participation in certified Diabetes Education program.

Housing Manager

Any Town, USA

Oct. 2005 - Oct. 2007

ABC Collaborative

Provided leadership and management in the location of affordable housing for homeless families for a non-profit geared toward empowering families, youth, seniors, and communities.

PROFESSIONAL EXPERIENCE (CONTINUED)

- Established and maintained partnerships with landlords throughout the community; effectively promoted program needs and secured housing availability.
- Maintained up-to-date files of homeless families and coordinated placement based on need.
- Managed fiscal operations of the housing department; developed payment plans and created and distributed monthly financial reports.
- Facilitated housing orientations and group meetings; monitored placements and strengthened landlord relationships.

Selected Accomplishments:

- Placed over fifty (50) homeless families in residential homes; provided ongoing family support.

Teacher

Any Town, USA

Sept. 1999 - Jun. 2004

ABC Schools

Taught a full academic curriculum to elementary and middle school students in regular and special needs classrooms in various public and charter schools throughout Any Town, USA.

- Planned and instructed each subject area using a wide-variety of teaching aids, motivational, and implementation strategies to engage students in active learning; enhanced student academic and social growth by using varied strategies to provide a solid academic foundation and positive attitude toward education.
- Implemented a variety of assessment techniques designed to measure students' progress in learning including differentiation in instruction to meet the individual needs of each student.
- Effectively counseled students and parents on goals, objectives, and plans.

Selected Accomplishments:

- Served as advisor to the Student Government Association; developed cultural and educational programs for students.

Director

Any Town, USA

Dec. 1994 - Aug. 1998

ABC Company

Directed a 24-hour co-ed emergency shelter specializing in care for abused and neglected children.

- Provided overall leadership for the facility including oversight of the operating budget, staff management, general welfare of the residents, and operational integrity.
- Recruited, trained, and managed fifteen (15) full and part time staff; provided leadership by creating a collaborative environment and acted as a champion of staff training on all processes and operating models.
- Successfully established and maintained strong, long-term relationships with corporate sponsors; conducted outreach to raise public knowledge and awareness of facility services.
- Experienced in crisis intervention and conflict management; utilized critical and effectual decision making while negotiating important client issues and emergencies.
- Worked in tandem with caseworkers, community members, and guardians to ensure continuity of plans.

Selected Accomplishments:

- Developed capacity building relationships with community stakeholders to employ residents; placed up to fifteen (15) residents for summer employment.

Additional Experience:

Program Manager/Account Analyst/Loan and Collections Counselor/Admissions Counselor/Student Advisor, ABC University, Any Town, USA

Teacher, ABC Public Schools, Any Town, USA

Consultant, ABC Hospital, Any Town, USA

COMMUNITY INVOLVEMENT (CURRENT & PRIOR)

- Volunteer Coordinator, ABC Services, Any Town, USA
- Recruitment Coordinator, ABC Research Foundation ▪ Founder/Manager, ABC Program
- Founder/Manager, Women's Support Group ▪ Founder, Intergenerational Program for Senior Citizens and Youth
- Initiated and Escorted a Group of Fifteen (15) Senior Citizens to a 1000 Points of Light Activity at the White House

References and Supporting Documentation Furnished Upon Request