

# SAM SMITH

123 Any Street • Any Town, USA 12345

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Citizenship: United States • Veteran's Preference: 0 Points • GS Level: N/A

## WORK & FAMILY LIFE CONSULTANT; JOB ANNOUNCEMENT #: XXX-XX-XXXXXX

*Child, Adult & Family Services/Military & Civilian Environments*

### PROFESSIONAL PROFILE

A compassionate and solutions-oriented Human Services Professional with a demonstrated track record of success working with diverse military and civilian client populations including children, adults, at-risk youth, and families in one-on-one and group settings. Effective motivator, communicator, and advocate with inherent ability to establish rapport and develop trust quickly, relate to individuals on all levels, manage all types of personalities, diffuse stressful situations, and proactively resolve issues. A team player consistently recognized for capacity to function in a dynamic and changing environment, build and maintain solid relationships with co-workers and clients, and interact effectively with all levels of support staff and management including local, state, and federal agencies. Superior leadership skills proven in successful group facilitation. Strong interpersonal, organizational, analytical, and problem-solving skills.

### CORE COMPETENCIES

- *Life Skills Building/Training*
- *Crisis Response/Intervention*
- *Motivational Interviewing*
- *Stress & Time Management*
- *Client/Family Stabilization*
- *Program/Case Management*
- *Parenting/Family Education*
- *Substance Abuse Coaching*
- *Data/Report Administration*
- *Group Facilitation/Leadership*
- *Work/Life Education Services*
- *Career Resource Development*
- *Personal Financial Management*
- *Client Consultation/Assessment*
- *Curriculum Design/Development*

### EDUCATION

#### Master of Arts in Family Life Education

Concordia University, Saint Paul, Minnesota; Graduated: May 2008; Grade Point Average: 3.5

#### Regent Bachelor of Arts; Emphasis in Social Work and Early Childhood Education

Shepherd University, Shepherdstown, West Virginia; Graduated: June 2004; Grade Point Average: 3.2

### DESIGNATIONS

- Certified Family Life Educator, The National Counsel on Family Relations • Crisis Intervention Training Certified

### PROFESSIONAL CHRONOLOGY

<b>ABC Company</b> <i>Resource Consultant (Contracted Through ABC Company)</i> Supervisor: Jane Smith; 123-456-7890 (40 Hours per Week)	<b>Any Town, USA</b>	<b>Jan. 2011 - Present</b>  Salary: \$XX,000 per year
<b>ABC Company</b> <i>Intensive Home Counseling</i> Supervisor: Jane Smith; 123-456-7890 (40 Hours per Week)	<b>Any Town, USA</b>	<b>May 2011 - Present</b>  Salary: \$XX,000 per year
<b>ABC Company</b> <i>Child Protective Services Investigator</i> Supervisor: Jane Smith; 123-456-7890 (40 Hours per Week)	<b>Any Town, USA</b>	<b>Nov. 2009 - Jan. 2011</b>  Salary: \$XX,000 per year
<b>ABC Company</b> <i>Substance Abuse Recovery Coach</i> Supervisor: Jane Smith; 123-456-7890 (40 Hours per Week)	<b>Any Town, USA</b>	<b>Nov. 2008 - May 2009</b>  Salary: \$XX,000 per year
<b>ABC Company</b> <i>Foster Care Social Worker</i> Supervisor: Jane Smith; 123-456-7890 (40 Hours per Week)	<b>Any Town, USA</b>	<b>Jun. 2006- Sept. 2007</b>  Salary: \$XX,000 per year
<b>ABC Company</b> <i>Case Manager/Early Childhood Educator (Grant Funded)</i> Supervisor: Jane Smith; 123-456-7890 (40 Hours per Week)	<b>Any Town, USA</b>	<b>Aug. 2005 - May 2006</b>  Salary: \$XX,000 per year
<b>ABC Company</b> <i>Substance Abuse Counselor/Educator (Grant Funded)</i> Supervisor: Jane Smith; 123-456-7890 (40 Hours per Week)	<b>Any Town, USA</b>	<b>Sept. 2004 - Sept. 2005</b>  Salary: \$XX,000 per year

**PROFESSIONAL DEVELOPMENT/SPECIALIZED TRAINING****ABC Center of Excellence:**

- Addressing Trauma, Grief and Loss in Military Children
- All the Way Home: Preventing Suicide Among Service Members and Veterans
- Family Support Strategies and Techniques ▪ Mild Traumatic Brain Injury (TBI) and Co-occurring Disorders
- Operational Stress and In-Theater Care ▪ Reintegration Programs: Case Studies of Successful State Reintegration
- Reintegration: Adjusting to Life at Home After Deployment ▪ Sexual Assault and Sexual Trauma in the Military
  - Sports, the Military and Recurrent Concussion ▪ Support for Family Caregivers
- Supporting Military Children in School Settings ▪ Understanding and Overcoming Compassion Fatigue
- Understanding, Addressing and Combating Stigma Surrounding Seeking Help for Psychological Health

**ABC Community Services Board:**

## Mental Health Training

**Any Town, USA Child Protective Services Training:**

- Engaging Families ▪ Intake, Assessment, and Investigation in Child Protective Services
- New Worker Policy/Guidance Training with OASIS ▪ Ongoing Services in Child Protective Services
  - Sexual Abuse ▪ Sexual Abuse Investigations ▪ Understanding Domestic Violence

**KEY QUALIFICATIONS/HIGHLIGHTS OF PROFESSIONAL EXPERIENCE**

- 18+ months experience developing curricula to meet diverse family situations and educational needs.
- Skilled on the prevention and intervention education needs of military families.
- Ability to apply crisis intervention as needed, facilitate support groups, and perform case management.
- Provided case management, crisis intervention services, and long-range counseling to clients regarding personal, economic, and social problems.
- Managed a high volume of caseloads simultaneously (up to twenty eight (28)).
- Established and maintained relationships with external agencies; facilitated referrals and ongoing services and support to families.
- Widespread knowledge of Latino culture, the acculturation process, and the diverse needs of Latinos in the United States including two (2) years advanced study on developing curricula for Latino families.
- Over three (3) years of experience working with the ABC Migrant Education Program.
- Gifted in client assessment/evaluation and development/implementation of effective treatment plans.

**Resource Consultant - ABC Company**

- Provided military service members and their families a single point of contact for resources, referrals, consultation, and assistance in reporting deficiencies in medical treatment, facilities, wounded warrior programs, etc.
- Received contact via telephone and email; provided subsequent interaction, assistance, and guidance between customers and various Service and Inter-agency support organizations including Service ABC programs, Veteran's Administration, Tri-Care, and Military OneSource.

**Intensive Home Counseling - ABC Community Services Board**

- Provided prevention and early intervention services to adolescents and their families in a three (3) county region through support groups, education, substance abuse assessments, and referral services.
- Developed and facilitated skill-building in support group environment.

**Child Protective Services Investigator - Any Town County**

- Demonstrated a thorough knowledge of interviewing skills and techniques of investigative and social work; confirmed ability to apply and initiate those skills effectively during telephone or other contact.
- Maintained the confidentiality of all investigations; extracted and interpreted highly complex information, ascertained facts by personal contacts, and analyzed documents.
- Formed positive relationships with children; involved in their emergency removal, location, and placement.
- Possessed a working knowledge of State and Federal Laws relating to programs/mandates providing social services to and protection for children and youth as well as a familiarity of community service resources.
- Established and maintained effective working relationships with clients, superiors, peers, other Department representatives, private and public agencies, local and State police, and the community.
- Prepared clear and concise reports pertaining to findings, analysis, conclusions and/or recommendations.

**KEY QUALIFICATIONS/HIGHLIGHTS OF PROFESSIONAL EXPERIENCE (CONTINUED)****Substance Abuse Recovery Coach - ABC HR**

- Conducted a comprehensive professional assessment of the users need for core work/life and substance abuse services including childcare, parenting, employment, education, general research, short term problems resolution, legal, financial employment assistance, emotional wellness, relationships, communication, addiction, mental health disorders, health and wellness, and work issues.
- Assisted in developing the pilot program for care coaching individuals on Suboxone and Subutex; provided coaching services to address barriers in treatment, goal setting, and medication compliance.
- Provided Suboxone patient assistance services, resources, and referrals; consulted on various Substance Abuse and work/life issues.
- Educated families via telephone on barriers in treatment, substance as a chronic illness, and community resources.

**Foster Care Social Worker - ABC Department of Social Services**

- Developed and implemented individualized service plans involving the application of casework methods in Child Care, and basic service level caseloads of Adult/Adult Protective Services, Child Protective Services, Foster Care, and Adoptions.
- Interpreted laws, policies, and regulations as applied to specific area of responsibility.
- Monitored, coordinated, and administered specific programs as assigned and coordinated services within specific area of responsibility; served as resource to clients and the community.
- Interviewed and assessed customer needs and other relevant factors including education/skill levels, abilities, interests, and support systems; informed clients of related service programs rules/regulations and right to participate.
- Presented cases to determine appropriate services; wrote and implemented service plans.
- Provided case management services to monitor compliance.
- Managed program waiting lists, tracked expenditures, ensured payment for services, and completed necessary federal, state, and local planning and reporting requirements.
- Coordinated with other agencies; participated in multi-disciplinary and interagency teams providing services to customers.
- Provided after hours on-call coverage; responded to emergencies in child/adult protective services and/or foster care.

**Case Manager and Early Childhood Educator - ABC Community Services Board**

- Managed an assigned caseload of Serious Emotional Disturbance (SED) or at risk SED children and adolescents; assessed client needs, developed, implemented, and reviewed service plans, and collaborated with other community resources in meeting/achieving client service needs.
- Supported the Inclusion program by implementing activities that addressed individual goals on the current IEP for each child.
- Modeled appropriate intervention and educational techniques for each special needs child.
- Communicated all concerns relative to the education/special needs of the children with the Preschool Director.

**Substance Abuse Counselor/Educator - ABC Company**

- Provided educational and skill-building classes to help parents guide their children through the adolescent passage with positive ways to set limits and communicate effectively; facilitated a variety of programs to assist youth in making positive life choices.
- Decreased risk factors that lead to problem behaviors (substance abuse, teen pregnancy, school dropout, violence, delinquency) and increased protective factors in the family and community.
- Led workshops, trainings, public speaking, consultation services, and education to schools, community-based programs, religious organizations, civic organizations, parent groups, business and industry, and the community-at-large on topics including Risk and Protective Factors, Developmental Assets, Communication Skills, Parenting, Drug Trends, Youth Culture, Meth 360, Mobile Team Challenge, and Low Ropes Teambuilding,

**COMMUNITY INVOLVEMENT**

- Volunteer, American Red Cross (Services to the Armed Forces), Any Town, USA, Mar. 2009 - Present
- Volunteer, ABC Hotline, Mar. 2011 - Present