

# ROBERT SMITH

## Family Resource Specialist

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Highly personable Customer Service Professional with over five years of experience in account management, sales processing, and call-center operations within the insurance, education and retail industries.

### CORE COMPETENCIES

MS Office, MS Excel.

### PROFESSIONAL EXPERIENCE

#### Family Resource Specialist

ABC Corporation - September 2009 – August 2011

##### Key Deliverables:

- Engage families in service and treatment planning.
- Assess family and client needs -Plan appropriate interventions.
- Implement interventions using evidence based and best practice approaches.
- Enter and maintain all aspects of client information in database system.
- Evaluate the effectiveness of service provision.
- Follow up as needed to determine appropriate courses of action.
- Expected to meet with designated clients for the prescribed number of hours/days/contacts per week.

#### Family Resource Specialist

ABC Corporation - 2008 – 2009

##### Key Deliverables:

- Malama Perinatal Program Provide health education, care coordination and case management for women and families enrolled in the Malama Perinatal Program.
- Collaborate on a team and community level to understand strengths and resources of participants, identify the need for additional resources, and provide links to finding and accessing those resources.
- Carry caseload of 50+ clients; provide perinatal education, information, counseling and support, including short-term clinical services in areas of family violence, drug and alcohol use/abuse, and mental health issues such as maternal depression.
- Primary liaison and advocate for clients and their families.
- Additionally provide regular supervision and consultation to program paraprofessional staff.
- Last, coordinate and execute team activities including group activities for participants, community outreach opportunities and current and potential partnerships..
- This is Dummy Description data, Replace with job description relevant to your current role.

### EDUCATION

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- Masters of Social Work in Social Work - 2014(Millersville University - Lancaster, PA)