

# ROBERT SMITH

## Sr. Residential Program Manager

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

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### SUMMARY

Seeking a role of increased responsibility and authority. Dedicated to providing excellent customer service to clients, maintaining positive customer relations, and contributing to company objectives and success.

### CORE COMPETENCIES

Communication Skills, MS-Office.

### PROFESSIONAL EXPERIENCE

#### Sr. Residential Program Manager St. Johns Community Services - 2006 – 2019

##### Key Deliverables:

- Provide training, supervision, and scheduling for all direct care staff; review person-centered plan or outcomes.
- Participated in research and analyze legal documents related to the individuals serves Participated in CARF accreditation.
- Supported the organization transition from a probationary to a 3-year operational license with Virginia DBHDS.
- Conducted Behavioral Management and Incident Report Writing Training for new hires.
- Coordinate individuals activities and appointments and maintain records related to all aspects of the group home.
- Establish and maintain communication with the clients family, guardians, Support Coordinators, Residential Counselors.
- Nominated for Organization Employee of the Quarter out of employees maintain and update automated database systems.

#### Residential Program Manager ABC Corporation - 2004 – 2006

##### Key Deliverables:

- Monmouth County, NJ Responsibilities include Provide weekly, individual counseling for 9 clients with mental illness.
- Formulate treatment plans, weekly progress notes, daily log assessments and discharge summaries in compliance with regulatory standards.
- Participating in weekly clinical group, individual supervision meeting and staff meeting.
- Consulting with other treatment/service providers (i.e. case managers, psychiatrists, physicians, etc.) to support collaborative, multidisciplinary care, service brokerage, advocacy and discharge planning.

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- Supervises the provision of assistance to person(s) served in order to promote their physical, social, and psychological well being..
- This is Dummy Description data, Replace with job description relevant to your current role.

### EDUCATION

BS in Food Safety Manager - July 2015(AA-Northern Virginia Community College - Woodbridge, VA)

