

# Robert Smith

## Residential Support Specialist

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### SUMMARY

Motivated individual who understands and practices hard work ethic. Dedicated to ensuring that families are provided with an overview of health care financing options. Assisting patients with collection and review of pertinent information related to their private and/or public insurance benefits.

### SKILLS

Attention to Detail, Customer Care Driven, Open listener, Problem Solver.

### WORK EXPERIENCE

#### Residential Support Specialist

Catholic Charities Community Services - September 2013 - 2015

- Responsible for monitors and reports the activities of residents in a twenty-four (24) hour facility.
- Provided security of the facility and safety of the residents.
- Completed daily notes in medical records per ISP and pertinent events.
- Performed member and/or house-related data management and clerical activities on an assignment basis.
- Transported members to and from appointments and monitoring/administration members medications.
- Interacted directly with clients on a daily basis to monitor their rehabilitation progress.
- Completed documentation accurately and submit within the required timeframes.

#### Residential Support Specialist

Delta Corporation - 2016 - 2018

- Provided support and guidance to individuals with developmental disabilities with their daily routines, and recreational activities.
- Certified in CPR and First Aid.
- Completed training in epilepsy awareness, diabetes, bloodborne pathogens, and several other valuable in-service topics.
- Monitored a group home according to regulations as well as other funding specifications as needed.
- Provided crisis management plans and participated in community activities.
- Assisted members with improving their ADL skills which include cooking, cleaning, personal hygiene, and budgeting their finances.
- Documented all activities and interactions with members according to Thresholds and other funding agencies policies and specifications.

### EDUCATION

Bachelor of Science in Economics and Finance - (Buffalo State University - Buffalo, NY)