ROBERT SMITH

Senior Social Service Assistant

E-mail: info@qwikresumc.com **Phone:** (0123)-456-789

SUMMARY

To establish oneself as a successful professional by executing the skills acquired from the academic qualifications, rich experience by personal approached to a given problem. Desires to deliver an exceptionalexperience with a positive and energetic attitude. Effective Organizational skills and strong experience of working in a fast-paced & high-pressure environment; demonstrated the ability to prioritize multiple tasks, meet deadlines and provide quality service.

SKILLS

Excel, Word, Access, Powerpoint, Visio, Project Coordination, Project Planning, Project Management.

WORK EXPERIENCE

Senior Social Service Assistant

FEDERAL GS - 2016 – 2019

- Establish and maintain a comprehensive and current file of information on area public, private and voluntary service organizations.
- Maintain liaison with human service agencies and organizations in the civilian community through membership on community agency councils, participation in agency-sponsored activities, and site visits.
- Receive client inquiries concerning community services.
- Interview the client to assess the type of assistance required.
- Provide information ranging from the limited factual response (e.g., service agency name and telephone number) to more detailed factual information about community service systems, agency policies, and application procedures.
- Collaborates monthly with clinical providers to template scheduling that allows for patient care, administrative time, and training requirements.
- Monitors and reviews credentialing requirements for 15 providers to ensure compliance with MAMC standards.

Social Service Assistant

ABC Corporation - 2012 – 2016

- Directed a caseload of 70 residents with dementia, mental illness, and physical impairments.
- Coordinated resident visits with outside services and provided transportation.
- Communicated on a daily basis with the Director regarding patient concerns.
- Provided direct psychosocial intervention to patients.
- Performed assessment of resident at admission, created, reviewed, updated care plan progress notes.
- Conducted quarterly assessments on patients, using the MDS program.
- Worked with the resident, family, and other team members to plan discharge.

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SCHOLASTICS

- Certified Nursing Assistant - 2010 (PROCARE ACADEMY OF WASHINGTON)

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