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### PROFESSIONAL SUMMARY

Accomplished Lead Social Services Director with a decade of experience in program leadership, team management, and community advocacy. Expertise in developing comprehensive service delivery systems that empower individuals and families. Proven ability to collaborate with multidisciplinary teams to enhance client outcomes and ensure compliance with regulatory standards.

### WORK EXPERIENCE

### Lead Social Services Director

WidgetWorks Inc.

Apr/2018-Ongoing

- **耳** Denver, CO
- 1. Initiated and maintained a comprehensive social services program within the facility, enhancing service delivery and client satisfaction.
- 2. Guided residents in achieving maximum psychosocial functioning and independence through tailored support plans.
- 3. Addressed resident concerns with respect and empathy, promoting self-determination and confidence.
- 4. Coordinated resident and family councils to foster community engagement and collaborative decision-making.
- 5. Ensured compliance with federal and state regulations in maintaining accurate resident records.
- 6. Optimized community resource utilization for effective discharge planning and post-care support.
- 7. Conducted interdisciplinary team care conferences to enhance collaborative care strategies.

#### Social Services Director

Apr/2015-Apr/2018

### Silver Lake Enterprises

- **耳** Seattle, WA
- 1. Implemented individualized social service care plans for residents, ensuring tailored support and intervention. 2. Provided counseling and support for residents and families,
- addressing emotional and social challenges.
- 3. Facilitated smooth admissions processes, ensuring all administrative requirements were met.
- 4. Led educational workshops for staff and community partners to enhance service delivery practices.

# **EDUCATION**

#### Master of Social Work

### University of Southern California

**♣** Denver, CO

Focused on advanced social work practices, policy analysis, and community organization.

#### **SKILLS**

Public Speaking

Resource Allocation

Training Development

Regulatory Compliance

10

Client Assessment

8

### **INTERESTS**

🖋 Art

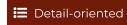
Volunteering

A Hiking

🗘 Yoga

#### **STRENGTHS**

**Q** Criticality



Diplomacy



## **LANGUAGES**







English

Russian

Italian

## **ACHIEVEMENTS**

1 Increased program participation by 30% through targeted outreach initiatives.

Developed and implemented a new case management system that improved service delivery efficiency by 25%.