

NAME

xxxxx ▪ (xxx) xxx-xxxx ▪ xxxx@xxx.edu ▪ LinkedInxxx

Seeking a position in a hospital, skilled nursing facility or hospice working with children or adults in the field of:

MEDICAL / CLINICAL / HEALTHCARE SOCIAL WORK

Aspiring healthcare professional passionate about the well-being of others and able to work with people from diverse cultural and socioeconomic backgrounds. Proven to effectively collaborate with other professionals to evaluate patients' medical or physical condition and to assess client needs. Possess excellent analytical ability and communication skills. Experience conducting psychosocial evaluations including assessing patient mental and physical records as well as gathering demographic information. Recognized as being an excellent confidential resource for connecting patients and families to the necessary support resources and educational outreach. Proficient in MS Office Applications, EpicCare EMR, EBSCOhost, ICD9.

- ✓ **Documents Preparation** for cases related to disability, social security, and workers compensation claims; financial related matters within the healthcare insurance industry; Medicare, Medicaid and protection orders for domestic crime victims.
- ✓ **Supportive and Grief Counseling** in individual and group sessions to help clients and families overcome dependencies, recover from illness, and adjust to life.
- ✓ **Relevant Knowledge:** Generalist Social Work Practice & Cultural Competence Course, Medicare and Medicaid guidelines, Transplant Procedures & Guidelines and Medical Terminology

Masters of Science degree in Social Work 2014, Texas A&M-Commerce University - GPA 3.75

Bachelors of Arts degree in Criminal Justice 2009, Sam Houston State University

SOCIAL SERVICES PROJECTS

Psychosocial Assessment Administration Project (2014-PRESENT)

Administered Psychosocial Assessment to the client for the purpose of identifying client person needs and identifiable needs. Utilized information gathered to develop a treatment plan containing established goals and objectives designed specifically to address the client's needs uncovered during the initial assessment.

Treatment Plan Development Project (2014-PRESENT)

Utilized information gathered from Psychosocial Assessment to develop treatment plan based off the clients personal strengths. Incorporated family support system as an alternative therapy technique to encourage client to complete outlined tasks and goals. Alternative therapy technique encouraged the client to do things they thought could not be done before. After successful implementation of the treatment plan the clients anxiety subsided and they were able to perform task that they couldn't before the treatment plan.

Ryan White Act Policy Analysis Project: (Fall 2013)

Conducted policy analysis over the Ryan White Act and determined how effective the policy has been and how it improves the quality of life for individuals and families effected by HIV/AIDS. Conducted extensive research over HIV/AIDS and gathered relevant statistical data from various peer reviewed journal articles contained EBSCOhost database. Identified the source of the policies issues that are effecting the community directly and indirectly and composed a letter of recommendation to congress stating our position on the issue that included recommendations for improvement along with supportive research data.

Cultural Competence Project: (Summer 2013)

Developed information gathering and interviewing techniques used in the field of Social Work. Successfully interviewed numerous classmates from different cultures and socio economic backgrounds and reported findings to professor for review. Personally learned how to be respectful and sensitive of other cultures and the proper techniques for case planning and developing treatment plans.

AIDS ARMS Volunteer Project: (2013)

Volunteered with AIDS ARMS providing administrative support and transference of data files into Excel

PROFESSIONAL EXPERIENCE

Transplant Services Center Intern, UT SOUTHWESTERN, Dallas TX

January 2014 - PRESENT

- Provide clinical inpatient and outpatient support from the beginning and end of the process-prior to admission and discharge.
- Collaborate with nurses, doctors, dieticians, pharmacists and Financial coordinators as well.
- Observe live donor interviews to define the minimum standards and document expectations for living donors psychosocial evaluations.
- Assist patients in completing application for assistance and obtaining the necessary financial documentation.
- Participate in multidisciplinary evaluations, selections, patient care and inpatient rounds.
- Observe social worker informative and educational consultations with patients along with their primary support person or team.
- Participate in patient pre transplant psychosocial evaluation and review caregiver and patient responsibility agreements before transplant
- Follow Medicare guidelines when conducting annual updates for patients that are still on the waiting list.
- Check patient overall health, income, house environment and provide them with an understanding of the transplant process.
- Adhere to transplant program/department and UT Southwestern's policies and procedures while assisting transplant patients with completing Medicaid/ Medicare forms.
- Transcribe clinical notes into Epic EMR system after seeing providing consultation with patients.

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Legal Advocate, SALVATION ARMY

January 2014 - PRESENT

- Serve as a liaison between the victim and the numerous personnel within the court system.
- Conduct face to face consultation with victims and helped prepare protection orders, civil, criminal, and other court matters.
- Provide educational and crisis support intervention for clients and administer safety assessments to residual and non-residential clients.
- Beyond court proceedings, maintain contact with victims, particularly when and if criminal is eligible for release.
- Throughout court proceedings, help ensure the victim is comfortable and safe.
- Compile and maintain documentation from police records to proceed with protection order.
- Participate in community education and outreach on issues of domestic violence and other victim services.
- Make legal referrals to agencies to enhance the safety of survivors and their children communicating.
- Adhere to agency policies and work rules including confidentiality and code of ethics.
- Provide coverage for crisis line and monitor client behaviors throughout the day.

Closer-Loan Doc Specialist IV, WELLS FARGO, Irving, TX

August 2013 - October 2013

- Prepared loan files for closing and reviewed documents for accuracy to ensure all the necessary information and signatures are complete.
- Responsible for handling non-public information (NPI) about borrowers, and protect the confidentiality of borrower information.

Camp Counselor, AMERICORPS, Dallas, TX

June 2013 - August 2013

- Observed each child and documented any abnormal social personal behaviors or educational struggles exhibited.
- Encouraged positive behaviors/use positive discipline techniques and provided positive role-modeling and guidance towards each child.
- Built positive self-esteem and individualized attention for all youths through loving leadership.
- Contributed to building an atmosphere of safety and acceptance and maintaining cleanliness and organization of assigned program site.

Post Closer/Attorney Reviews, POLUNSKY&BEITEL LAW FIRM, Dallas, TX

September 2012 - March 2013

- Verify and examine loan applications and closing documents for accuracy.
- Resolved defects on closing documents to ensure compliance with lender/investor instructions and legal requirements.
- Contacted closing agents and title companies (by phone, e-mail, etc.) to correct closing issues and system discrepancies.
- Entered figures into mortgage law software used for generating conventional and FHA/VA loan documents.

Claims Examiner, AMERICAN INTERNATIONAL GROUP, Houston, TX

April 2012 - May 2012

- Evaluated documents and determined whether to accept or deny a claims for deeds, affidavit of heir ship, trusts, death certificates, etc.
- Conducted complete investigation and claims analysis to identify proper resolution of simple claims.
- Analyzed findings and recommended final resolution to management.
- Properly documented files and adheres to all state insurance regulations to minimize potential litigation.

Case Manager-Disability Specialist II, SEDGWICK CLAIMS MGMT SERVICES, Irving, TX

November 2010 - April 2012

- Analyzed, approved, and authorized assigned claims; and determine benefits due pursuant to a disability plan.
- Managed medical disability claims and ensured compliance with duration control guidelines and plan provisions.
- Communicated clearly with claimant and client on all aspects of claims process either by phone or written correspondence.
- Coordinated investigative efforts ensuring appropriateness; provides thorough review of contested claims.
- Provided claims payments and adjustments for workers compensation, Social Security Disability Income and other disability offsets.
- Informed claimants of documentation required to process claims, required time frames, payment information and claims status.
- Referred cases as appropriate to supervisor and management; maintains professional client relationships.

Loan Counselor/FNMA, NATIONSTAR MORTGAGE, Lewisville, TX

January 2010 - November 2011

- Managed delinquent mortgage portfolio and helped provide mortgage loan assistance to distressed home owners.
- Processed loan short sale and foreclosure claims; and determined HAMP eligibility for distressed homeowners.

Administrative Assistant (Intern), FAMILY VIOLENCE UNIT, DALLAS POLICE DEPARTMENT Dallas, TX

Start Date - End Date

- Assisted in preparing cases for investigation against persons responsible for domestic assault
- Counseled assaulted children and listened in on confessions of victims and offenders
- Worked closely with the Legal Services, police officers and homicide. Maintained files and records in police database.
- Attended domestic calls with Social workers and Detectives
- Educated victims on Police Protective Order; and pulled police reports and 911 calls

AFFILIATIONS AND VOLUNTEER WORK

Lambda Alpha Epsilon of Delta Chi 1/2009-8/2009

Volunteered at the YMCA, participated in various fundraising program such as "Relay for Life", and participated in cleaning city highways

Saturdays at Sam/ Visitor Center 11/ 2008

Guided prospective students around campus, answering questions about campus life. Supervise groups of 10-15 students