

033-001-0807

OBJECTIVE

To continue my professional learning and growth in a new position that will have varied duties, call for extensive involvement with people, and require a high level of energy..... To do so in ways that will effectively utilize my strong written and oral communication skills, problem-solving capabilities, and ability to lead and motivate others.

OVERVIEW

A record of handling progressively increasing levels of management responsibility with my current employer. This record has been built on earlier work and education that contributed significantly to development of my written communications, detail, and organizational skills. The sum total of my experience has helped me acquire capabilities in areas including but not limited to:

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|---------------------------|--------------------------------|--------------------------|
| – Community Relations | – Budget Development / Control | – Staff Recruitment |
| – Worker Training | – Task Scheduling / Assignment | – Performance Evaluation |
| – Contract Administration | – Risk Management | – Goal Setting |

FEATURED EXPERIENCE

Program Supervisor, *Lutheran Social Services*, Milwaukee < Madison, WI; 1994 - Present
Advanced through staff positions within the programs that I currently administer. Began as a Direct Care Provider and progressed to Lead Worker before moving to Program Manager. Since 1998, have held my current position.

CURRENT SCOPE OF RESPONSIBILITY

- Oversee programs distributed among ten cost centers with an aggregate budget in excess of \$1,000,000.
- Directly supervise four Program Managers responsible for operation of supported living arrangements for adults with developmental disabilities, group / boarding homes, and a drop-in center serving more than 200 people diagnosed as chronically mentally ill.
- Through these managers, direct a total staff of approximately 70 full and part-time employees.
- Work closely with Program Managers to develop / monitor annual budgets, maintain / upgrade staff, and sustain / improve quality of service to our consumers.
- Provide all training, monitoring, and technical support needed to maintain stimulating environments for our consumers, insure their safety as well as that of staff, and comply in full with all contractual obligations.
- Serve as a planning and problem-solving resource for managers and direct service staff whenever needed.
- In cooperation with my managers, evaluate performance and formulate developmental plans with all staff.
- Make presentations and engage in one-to-one interactions with church groups, civic organizations, and members of the local business community to create goodwill, proactively build structures for problem solving, recruit volunteers, and obtain financial support.
- As needed, supplement efforts of program staff and managers by attending case planning meetings and other inter-agency functions.
- Oversee operation of the Off-the-Square Club that serves approximately 200 chronically mentally ill individuals by taking responsibility for management of building maintenance, community relations, volunteer recruitment, payroll, and activity planning support.
- Maintain all necessary financial and productivity records and help prepare regular reports required by funding and referral sources.
- In addition to all other duties, cooperate with faculty of three different colleges to offer supervision and evaluation needed to provide a practical learning opportunity for at least one student intern each semester.

EARLIER RESPONSIBILITIES

- In previous positions, provided direct service to supported living arrangements and helped individuals maximize their independence.
- As Program Manager, assured smooth operation of several apartments by observing residents' preferences and needs and planning work accordingly.
- Hired, trained, scheduled, and delegated responsibilities to staff.
- Helped prepare program budgets as well as managing and keeping accurate records of each household's finances.
- As lead worker and service provider, worked with residents to enable them to take maximum responsibility for maintenance of their living arrangements.
- Taught practical living skills and assisted with tasks such as food preparation, laundry cleaning, shopping, and money management.
- Also encouraged and assisted with community integration and leisure activities as well as coordination of medical and business appointments.
- As Lead Worker, specifically concentrated on training and technical support for other supported living staff in addition to directly assisting residents.

SPECIAL ACCOMPLISHMENTS

- Strengthened community / neighborhood relations and helped secure continued United Way and City funding for the Off-the-Square Club.
- While holding costs to a minimum, have facilitated incremental improvements in the facility that houses the club such as an appearance-enhancing mural that was completed in 1999.
- Have managed my programs' transition to a new "brokered" funding environment by unbundling services and carefully controlling their costs.

ADDITIONAL WORK EXPERIENCE

Freelance Writer, Independent Contractor, Fond du Lac, WI; 1992 - 1994

- Created radio commercials and other publicity pieces for the Marion College Athletic Dept.
- Contributed articles on varied themes that were published by the Fond du Lac *Reporter* and the *Oshkosh Northwestern*.
- Also, wrote publicity materials for a number of local community events staged throughout the Fond du Lac / Fox Valley area.

Program Assistant (LTE), UW-Oshkosh Research & Testing Center, Oshkosh, WI; 1990 - 1992

- Coordinated duplication, distribution, in-classroom administration, and collection of student course evaluation forms.
- Compiled the results and produced reports that included both quantitative data and qualitative comments for use by faculty.
- Helped administer the area's ACT testing program by setting up test sites, giving directions, keeping time, taking attendance, and training proctors.
- Organized grade reports submitted by faculty and collated them into the individual records sent to students.
- As needed, assisted with payroll processing for all of the university's student hourly employees as well as with some contract work for one of the area's largest corporate employers.

EDUCATION

Bachelor of Arts, *University of Wisconsin-Oshkosh;* 1990

MAJOR: **English Literature & Composition** MINOR: **Radio, TV & Film**

References will be promptly made available upon reader's request