

Heather Smith, M.S., LSW

5 Winter St | Boston, MA 11111 | P: 617-333-3333 | E: hsmith@yahoo.com

Results oriented, strategic leader with over seven years of management experience in the non-profit and for-profit sectors. Looking to utilize my proven team leadership experience, program management, quality improvement initiatives, and strategic planning within a progressive company in the Boston area.

Technical Skills: Proficient in Microsoft Word, Excel, PowerPoint, QuickBooks, Expense Expert, Concur and Kronos software.

PROFESSIONAL EXPERIENCE

Viredome, Boston, MA

Mar 2005 – Present

Program Director: Successfully manage and supervise a \$500,000 annual budget, actively participate in monthly budget meetings and develop the budget based on the programming needs and the financial company situation.

- As the strategic community partner - administer outreach to the clients within the community, increase program visibility, and create an environment in which individual, family, and community relationships are advanced.
- Strategically oversee all clinical, fiscal, and administrative program operations. Accountable for 160+ clients and 12+ staff.
- Direct one-on-one client supervision, employee recruiting and training, staff appreciation initiatives, employee reviews, and assess employee case loads. Manage staff performance, and successfully develop and maintain high employee morale while focusing on retention strategies (2/12 staff got promoted and 2 left the company for educational reasons in 5 years).
- Manage quality and timely completion of clinical records by staff, all internal materials and external licensing, certification and accreditation standards, and regulation compliances. Ensure that all program specific policies are always followed.
- Oversee that all charges and expenses are accurately documented by staff. Submit billing for contracts and get reimbursed by the state while working with partner agencies.
- Develop and conduct employee training programs, and coordinate all company orientation activities and initiatives.
- Foster strong relationships with stakeholders and state agencies to ensure the funding contract is renewed on time.
- Assist clients with insurance agencies, social security administration offices, and other agencies in coordinating client care.
- Manage crisis situations and report adverse events. Accurately document crisis situations and then develop concrete follow-up plans for the crisis resolutions. Facilitate problem solving for staff and clients on a daily basis.
- Function as an interdisciplinary team member regarding treatment and support planning. Collaborate with all team members and ascertain that each client's treatment plan is carried out properly.

Lifesciences, Inc., Norwood, MA

Jul 2002 - Feb 2005

Program Manager: Managed the entire fiscal budget and all program operations. Developed strategic funding initiatives and submitted focused proposals to the Management team. Contributed to the ultimate company-wide financial decisions.

- Directly supervised a staff of 4 permanent employees in addition to several temporary staff. Signed employee time sheets and conducted staff training seminars. Encouraged team growth and advancement within the program.
- Effectively researched all funding options, executed funding strategies and presented the results to the Program Director.
- Maintained and updated an excel spreadsheet of all monthly rent fee collections. Managed all petty cash transactions, and proficiently balanced the monthly budget.

Techworks, Boston, MA

Jan 2006 - Jan 2008

Representative Payee: Managed about \$20,000 in clients' social security funds, ensured that bills were paid on time, resolved bank conflicts, administered money to clients, attended and participated in budget meetings, and developed specific client budgets.

- Reconciled QuickBooks spreadsheets to ensure that checks have been cashed, and that any balance discrepancies have been resolved. Prepared deposit slips and cash withdrawals using Excel spreadsheets.
- Submitted payments to various agencies, and obtained proper receipt documentation from banks and other funding sources. Resolved payment/benefit issues with the appropriate funding sources, and delivered clients' spending money.

Roxbury Youth Works, Boston, MA

Jan 2001 - Jun 2002

Community Monitor: Organized and facilitated strategic group programs as the External Leader for the South Boston site.

- Enforced rules and regulations, administered penalties when indicated. Reported violations to the appropriate personnel.
- Operated as the Liaison between client, guardian, caseworker, the Boston Public School system and the community.
- Coordinated and conducted home, school, and employer site visits. Met with school administrators and teachers to discuss student issues, met with parents and resolved parent-youth conflicts. Assisted with job readiness and interviews.

TRAINING

Addressing Trauma (2010), Dealing With Difficult People (2010), Recognition: The Key to Higher Performance (2010) How to Exceed Customer Expectations (2010), Effective Planning: A Seven-Step Formula (2010), Managing a Diverse Workforce (2009), Crisis Intervention (2009), CPR and First Aid (2009), Medication Administration Policies (2009), Leadership Seminar (2007), Human Right's Training Officer (2007), Research Methods in Dispute Resolution (2004), Advanced Negotiation and Mediation (2004).

EDUCATION

Licensed Social Worker (LSW)

Jul 2009

American International College, Springfield, MA
Master of Science in Psychology, GPA 3.8/4.0

Sep 2005 - May 2008

US Psychiatric Rehabilitation Association
Certified Psychiatric Rehabilitation Practitioner

Dec 2007

Northeastern University, Boston, MA
Bachelor of Science in Criminal Justice, GPA 3.3/4.0

Sep 1999 - Mar 2002

Honors: Dean's List

Activities: New York City Marathon, Dublin Marathon, Chicago Marathon

Bay Path College, Longmeadow, MA
College of Criminal Justice, GPA 3.2/4.0

Sep 1997 - May 1999

Honors: Dean's List

Activities: Golden-Z Club member and Historian, Student Leader, and Ski Club.

Women in Criminal Justice Conference Attendee

COMMUNITY SERVICE AND VOLUNTEER WORK

- Haiti Relief Committee, *Boston, MA: Committee Member/Organizer* Jan 2010 - Present
- Boston Medical Center Halloween Town, *Boston, MA: Halloween Town Volunteer* Oct 2008
- Big Sister Association, *Boston, MA: Big Sister* Mar 2006 - Sep 2008
- Staff Development Committee, *Norwood, MA: Committee Member* Aug 2002 - Feb 2005
- Springfield Nursing Home, *Springfield, MA: Community Activities Leader* Sep 1997 - May 1999
- Phone-A-Thon for Public Broad Casting, *Springfield, MA: Received and processed donations* Feb 1999
- Walk-A-Thon for Breast Cancer, *Springfield, MA: Event Organizer* Oct 1998

Kindred Project, Boston, MA: Launch Committee Member Volunteer

Sep 2008 - Mar 2009

- Designed, supported, and implemented service projects in a developing country.
- Implemented capacity and sustainability building programs targeting the social sector organizations.
- Developed all marketing materials and coordinated fundraising initiatives.