

Pamela Smith, MSW

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QUALIFICATIONS SUMMARY

- ♦ Dedicated social worker and program coordinator with a strong commitment to serving disadvantaged youth and adults, including homeless, emancipated youth and special-needs populations.
- ♦ Documented success overcoming challenges of limited resources and financial constraints to design high-quality, cost-effective and comprehensive service offerings.
- ♦ Skilled at building community support, key coalitions and strategic interagency partnerships. Backed by strengths in program, personnel and case management.

PROFESSIONAL EXPERIENCE

Service Coordinator / Lead Case Manager / Case Manager, 8/2010 to Present **ABC Program, San Diego, CA**

Progressed through a series of promotions, culminating in responsibility for the coordination of five transitional housing programs. Supervise 12 social workers, case managers, group facilitators and direct-care staff. Develop and maintain community alliances with state agencies, police departments and youth-service programs.

- ♦ Achieved 92 percent client enrollment in college and job-training programs—12 percent above goal.
- ♦ Provided visible, caring client service that resulted in 100 percent of assigned clients remaining eligible for housing during tenure (zero evictions).
- ♦ Led turnaround of emancipated youth program from a 62 percent to a 10 percent monthly turnover rate. Motivated participants to earn high school diplomas/GEDs, enroll in college or secure employment.
- ♦ Developed proposal and delivered presentation that won \$100,000 grant to renovate one of the agency's Single Room Occupancy (SRO) facilities.
- ♦ Acquired license that allowed agency to provide housing to emancipated youth with children. Retrofitted facility with childproof safety features and launched child-care program.

Social Worker, 5/2005 to 8/2010 **XYZ Agency, Sometown, CA**

Served on interdisciplinary team providing case management for consumers housed in three community group homes. Developed weekly programs and maintained documentation to fulfill funding-source requirements.

- ♦ Designed and implemented innovative programs benefiting consumers (ages 21 to 75) and enhancing their social skills and self-esteem.
- ♦ Launched an ongoing event agenda that included Circles Program, holiday celebrations, current events discussion groups, voting trips and community excursions.
- ♦ Facilitated supportive services and counseling for family members to address special concerns and ease the transition during holiday home visits.

Internships

- ♦ Action Organization (provides therapy to children with autism), Behavior Therapy & Learning Center Intern
- ♦ DEF Shelter Inc. (homeless shelter), Case Manager

EDUCATION

ABC University, Sometown, CA ♦ Master of Social Work (MSW)

DEF College, Sometown, CA ♦ BA in Psychology