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| Brandi ROss  Forestville, MD 20747 · 928-233-1519  Brandir895@gmail.com |
| Helping Others is the Key |

# Experience

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| June 2019 – 2020Behavioral health Technician/Case Manager, Vogue Recovery Center ● Developed client treatment plans and determined measurable goals based on research, clinical experience, and client history  ● Counseled patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life changes, or creating new ways to improve their quality of life  ● Completed and maintained accurate records regarding patients' history and progress with services provided December 2017 – May 2018Behavioral health Technician /Clinician, Lifewell Behavioral Health ● Provided support and performed medication monitoring for clients with dual diagnoses  ● Planned therapeutic groups and activities for members for support during crises while advocating for client’s self-sufficiency  ● Documented and maintained accurate and confidential records using in LSS and NextGen March 2017 – OCtober 2017Behavioral Health Technician, Serenity Care Centers ● Performed intakes and admissions, took patient’s vitals, urinalysis, observed and documented accordingly  ● Transported patients to residential programs, hospitals, and various medical and mental health appointments  ● Maintained cleanliness and sanitation in patient’s rooms July 2016 – January 2017Behavioral Health Paraprofessional, Terros Health ● Maintained and updated client records with treatment plans and progress notes using Claim Trak  ● Guided clients in the development of skills in dealing with their problems and improving their physical and mental health  ● Organized and led structured recovery groups and social activities for clients to assist with skill development and transported clients to various groups, appointments, and activities June 2015 – January 2016Peer Support Specialist, National Council on Alcoholism and drug dependence ● Assisted with medication management and providing knowledge, experience, and emotional support to pregnant women with substance use diagnoses  ● Provided haircuts, hygiene tips, manicures, and other grooming services to clients in recovery support groups |
| January 2004 – September 2007Customer Service Representative, Super Shuttle ● Answered calls from clients to schedule needed services and dispatched drivers accordingly  ● Kept records of all interactions and transactions including inquiries and grievances January 2004 – January 2006ACtivities Assistant, Maravilla Care Center ● Provided care and assistance with daily living activities to seriously mentally ill elderly adults needing additional support  ● Conducted activities and educational groups while adhering to the client’s treatment plan under the supervision of licensed counselor |

# Education

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| In progressSeeking Bachelors Degree, Southern New Hampshire University Human Services January 2014 – August 2014Certificate of Completion in Cosmetology, Maricopa Skills Center Cosmetology |
| January 2014 – August 2014GED, Phoenix College |

# Skills

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| * Microsoft Office * Addictions counseling * Treatment planning * Customer service * Crisis Intervention * Case management * Behavioral therapy * Experience working with minors and seniors * Obtaining vital signs * Teaching ADLs | * Facilitating support groups * Motivational interviewing * Service coordination * Personal care * Documenting and record keeping * Active listening * Time management and organization * Problem solving * Medication monitoring * Peer support |