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| Brandi ROssForestville, MD 20747 · 928-233-1519Brandir895@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 providedDecember 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 NextGenMarch 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 roomsJuly 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 activitiesJune 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 UniversityHuman ServicesJanuary 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
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