



MELISSA JOHNSON

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COMMITMENT | LEADERSHIP | INTEGRITY

SUMMARY OF QUALIFICATIONS

Dedicated and compassionate social worker with a proven track record of providing comprehensive support and advocacy to diverse populations. Seeking a challenging position in higher education where my expertise in client assessment, educating on coping, and program development can contribute to the well-being of individuals and communities. Committed to upholding the highest standards of social work ethics and eager to apply my skills to support the mission and objectives of the agency.

SKILLS SUMMARY

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|---|---------------------------------------|-------------------------------|
| * Case Management | * Documentation | * Microsoft Office Proficient |
| * Crisis Intervention | * Trauma-Informed Care | * Change Management |
| * Advocacy | * Ethical Practice | * Process Improvement |
| * Assessment and teaching coping skills | * Child Welfare Service | * Workforce Improvement |
| * Cultural Competence | * State and Federal Requirements | * Effective Communication |
| * Collaboration | * Investigating and Expert Witnessing | * Leadership |
| * Policy Compliance | | * Organizational Skills |
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EDUCATION

Jackson State University, Jackson, Mississippi – April 2022
Degree: Masters of Social Work

Jackson State University, Jackson, Mississippi – December 2016
Degree: Masters of Public Policy & Administration

Jackson State University, Jackson, Mississippi – December 2013
Degree: Bachelors of Social Work

Hinds Community College, Raymond, Mississippi – December 2010
Degree: Associates of Biology

PROFESSIONAL TRAINING/CERTIFICATION

QMHP-CS, 2021 (Center for Health Services – San Antonio, TX)
Illness Management and Recovery training, 2021 (CHCS- San Antonio, TX)
Conflict Management, 2021 (CHCS-San Antonio, TX)
Motivational Interviewing, 2020 (JSU- Jackson, MS)

SOAR Certified, 2018 (SSI/SSDI Outreach, Access, and Recovery-Jackson, MS)
Person Center Thinking, 2019 (HBHS-Jackson, MS)
Community Support Worker, 2018 (Hinds Behavioral Health- Jackson, MS)
Member of Phi Alpha International Honor Society, 2014 (National Honor Society-Jackson, MS)

COMMUNITY INVOLVEMENT

Youth Leader, Volunteer, 2013-2017

EMPLOYMENT HISTORY

Field Coordinator– University of Texas San Antonio
San Antonio, Texas| October 2025– Present
40hours a week Fulltime

As a Field Education Coordinator, I recruit, develop, and evaluate field instructors and practicum sites while serving as a primary resource for students, faculty, administration, and community partners. I manage the full lifecycle of student field placements—including agency outreach, resource development, student–agency matching, and ongoing problem resolution—ensuring high-quality experiential learning opportunities. I facilitate integrative field seminars, contribute to student readiness assessments, and support curriculum implementation through training, orientation, and liaison activities. I help develop and maintain field education policies, procedures, accreditation standards, and comprehensive data systems that ensure smooth program operations. In addition to teaching a graduate-level social work course each semester, facilitate student learning outcomes, and evaluate academic performance. I also maintain strong community visibility through board service, workshops, and staff training, while collaborating across committees and fulfilling additional departmental needs.

Care Coordinator–Housing First Community Coalition
San Antonio, Texas| September 2024– September 2025
40hours a week Fulltime

As a Care Coordinator with the Housing First Community Coalition, I completed comprehensive intakes, assessments, and evaluations for elderly individuals experiencing homelessness, ensuring all services were tailored to their unique needs. I developed individualized service plans, applied evidence-based practices—including trauma-informed care, motivational interviewing, and harm reduction—and collaborated with residents to support progress toward stability and well-being. I contributed to improving program operations by developing and refining plans, policies, and processes that strengthened

service delivery. Additionally, I served as an advocate for highly vulnerable populations, ensuring their needs, rights, and voices were represented within the organization and broader community.

Social Worker II – Family Services
San Antonio, Texas | August 2023 – August 2024
40Hours a week Fulltime

As a Social Worker II, I provided monthly direct clinical services to patients living with congestive heart failure, developing comprehensive treatment plans tailored to each client's medical, emotional, and social needs. I contributed to innovative work on social determinants of health by helping formulate program policies and procedures that strengthened service delivery and care coordination. I offered individualized clinical support to a highly vulnerable population, actively connecting clients to community resources and advocating on their behalf. I consistently adhered to rigorous healthcare and agency standards, ensuring all clinical documentation was thorough, accurate, and submitted in compliance with organizational requirements while effectively utilizing the electronic records system.

Senior Care Manager ACT – Center for Health Care Services
San Antonio, Texas | August 2022 – August 2023
40Hours a week Fulltime

As a Senior Care Manager with the Center for Health Care Services, I provided direct clinical services and comprehensive assessments for high-acuity consumers, dedicating approximately 60% of my time to individualized, intensive client support. I developed tailored treatment plans aligned with each consumer's complex needs and participated actively in centralized scheduling to ensure efficient coordination of services. I engaged in ongoing professional development through individual and group supervision, trainings, and team meetings. I consistently met rigorous documentation standards by preparing and submitting accurate clinical records in accordance with CHCS guidelines and contract requirements. I supported operational continuity by coordinating coverage for planned absences and collaborating closely with supervisors to maintain seamless service delivery. Additionally, I performed other duties as needed to contribute to the effectiveness and success of the ACT program.

Program Manager – ResCare
San Antonio, Texas | March 2022 – August 2022
40Hours a week Fulltime

As a Program Manager, I oversaw and coordinated service delivery across multiple lines of business, ensuring high-quality support for individuals residing in group home settings. I managed daily program operations, provided leadership and guidance to case management and direct care staff, and fostered a collaborative environment focused on excellence in client care. Serving as a liaison among families, guardians, community partners, and service agencies, I strengthened relationships and enhanced the overall service pipeline. I ensured all homes under my supervision met strict state and federal regulations, licensure standards, and internal policies, while maintaining safe, well-operated living environments. I also developed strategies to promote inclusive hiring and ensured staff met all organizational training requirements. Through strong operational oversight, I upheld the highest standards of compliance, service quality, and resident well-being.

**Facility Manager – Guiding Light Residential Treatment Facility
San Antonio, Texas | July 2021 – January 2022
40Hours a week Fulltime**

As a Facility Manager at Guiding Light Residential Treatment Facility, I supervised and supported case management and direct care staff, ensuring they received the guidance and resources needed to deliver high-quality services. I developed and implemented new or updated plans, policies, and procedures to strengthen program operations and ensure alignment with accreditation and licensing requirements. I fostered strong collaboration among staff, partner agencies, and community organizations to expand resources and enhance service delivery. I led trainings, weekly team staffing 's, and monthly agency meetings to maintain team readiness and compliance with evolving standards. With a strong focus on quality assurance, I reviewed service plans, monitored case management performance, and ensured adherence to established guidelines. I managed key administrative processes—including maintaining staff files and overseeing documentation related to training, coaching, and disciplinary actions—and conducted regular facility observations to support consistent, high-quality care. My comprehensive oversight contributed to the effective functioning of residential operations and the overall success of the program.

**Supportive Employment Specialist – Hinds Behavioral Health Services
Jackson, Mississippi | November 2018 – February 2021
40Hours a week Fulltime**

As a Supportive Employment Specialist, I managed and supported employment specialists across multiple programs, including a homeless drop-in center, while ensuring organizational compliance with employment services policies, procedures, and grant requirements. I conducted initial intakes and assessments, completed all required documentation, and worked closely with individuals in recovery to build natural support both in the workplace and within the community, applying relevant clinical and vocational theories to meet their individualized needs. I demonstrated strong independence and organizational skills by prioritizing tasks, meeting deadlines, and maintaining adherence to established processes. I developed and updated employment plans quarterly—or as needed—to reflect changes in clients' employment or educational status and maintained consistent communication with worksite supervisors and community partners through electronic, phone, in-person, and written methods. I supported clients in accessing educational¹¹ programs, conducted home and employment visits to monitor stability, and shared

observations and updates with the interdisciplinary team through meetings and presentations. I maximized community resources to support client goals and actively pursued professional development through trainings, workshops, and continued learning to enhance service effectiveness.

**Employment Specialist – Hinds Behavioral Health Services
Jackson, Mississippi | August 2018 – November 2018
40Hours a week Fulltime**

As a PACT Employment Specialist, I maintained departmental policies, procedures, and program objectives to ensure consistent adherence to established standards. I collaborated with clients to identify individualized goals and develop targeted tasks within their treatment plans, supporting individuals in recovery as they met workplace expectations and reintegrated into the workforce. I conducted regular home and off-site visits to monitor client stability, assess needs, and adjust interventions accordingly. In addition to delivering direct services, I trained new staff across the entire agency, which led to my transition into managing responsibilities within my own department. I provided supportive case management by coordinating services, connecting clients to resources, and acting as a liaison among treatment providers. Dedicated to professional growth, I participated in ongoing trainings and educational programs to remain current with best practices and deliver high-quality services.

**Family Protection Specialist – Mississippi Child Protection Service
Brandon, Mississippi | June 2015 – July 2018
40Hours a week Fulltime**

As a Family Protection Specialist, I trained new employees on agency procedures, supporting effective onboarding and fostering organizational consistency. I provided support and case management to families and children, coordinated placement in foster homes and shelters, and advocated for victims to ensure safety and stability. I managed the dissemination of information to families, conducted thorough investigations, and reviewed records to inform case decisions. I prepared legal documents for court and agency records and ensured compliance with state and federal policies. Serving as an expert witness in youth court proceedings, I communicated case findings clearly and professionally. Throughout my tenure, I upheld high standards in client advocacy, documentation, and adherence to legal and regulatory requirements.