

## **WORK EXPERIENCE**

### **9/2019-Present, University of Texas San Antonio**

#### **Department of Social Work, Direction of Field Education**

- Respond to inquiries regarding field education from students, field instructors, liaisons, faculty, administration, and community.
- Develop, maintain and recruit practicum sites for field educational program
- Work with agencies to secure proper Affiliation Agreements and Program Agreements with UTSA.
- Coordinate the process of placing students with agencies while providing ongoing negotiation and problem solving as needed.
- Recruit, train and monitor field instructors and practicum sites. Providing support as needed to field instructors and practicum sites.
- Coordinator annual Field Instructor Symposium
- Oversees the monitoring of student compliance with field requirements, including liability insurance, timesheets, and "All-in-One" educational agreements and evaluations, and the systems and tools (e.g. Intern Placement System software) necessary to maintain compliance
- Provides leadership and direction for the Field Coordinator and other staff currently assigned to the Field Office (e.g. Program Specialist, Administrative Associate, student work study), including managing key assignment responsibilities and work flow in the Office
- Oversee the field liaison component of field practicum experiences, including orientation, training, matching, consultation, support, and problem-solving
- Liaison for students in field practicum
- Collaborate with faculty to ensure the alignment between field practicum experiences and curricular standards, including participation on relevant committees
- Serve on the Field Education Committee
- Serve on the Foundation Curriculum Committee

### **8/2015-8/2019, University of Texas San Antonio**

#### **Department of Social Work, Field Coordinator**

- Respond to inquiries regarding field education from students, field instructors, liaisons, faculty, administration, and community.
- Develop, maintain and recruit practicum sites for field educational program
- Work with agencies to secure proper Affiliation Agreements and Program Agreements with UTSA.
- Coordinate the process of placing students with agencies while providing ongoing negotiation and problem solving as needed.
- Recruit, train and monitor field instructors and practicum sites.
- Provide Starting Field Training to students entering the field education part of the master of social work program.
- Provide training and support to field instructors and liaisons working with students in the field education program.
- Monitor and update the Intern Placement Tracking (IPT) database with current students, field instructors and agencies.
- Served on the Field Education Committee for the past 4 years and served as Chair this past year
- Served on the Foundation Curriculum Committee the past 2 years.
- Attended Council on Social Work Education (CSWE) Reaffirmation Training in Alexandria, VA in April 2019

## **2/2013-7/2015, Jewish Family Service**

### **Social Services Program, Case Manager**

- Complete intakes and assessments for clients
- Create goals and case plans with clients in the program
- Determine eligibility for clients with financial need for rental and utility assistance as well as other financial needs
- Assist elderly clients with placement in the least restrictive living environment where clients can continue to thrive.
- Worked with VOCA (Victims of Crime) clients to assist in completing application for compensation, accompany to court, assist with process of obtaining a protection order, assist and advocate with detectives and police
- Assist clients with overcoming barriers to success in program and life.
- Provide support for clients and advocate for clients when needed.
- Created policies, procedures and standardized forms for program.
- Collaborate with many different community agencies to provide resources for clients in program
- Served as Field Instructor for UTSA Students

### **11/1998-11/2012, San Antonio Metropolitan Ministry, Inc.**

Develop and maintain strong community alliances with (UTHSCSA), Child Protective Services, Drug Court, City of San Antonio and other community agencies that service the homeless. Field Instructor for undergraduate and graduate social work interns completing their fieldwork for their degrees.

### **Manager of Homeless Prevention 2012**

- Supervised three programs, Homeless Prevention, Permanent Supportive Housing and Set Aside Voucher.
- Compiled and completed weekly, monthly and annual reports for the agency as well as for Federal, State and local grants.
- Supervised and provided support for seven staff. Completed annual reviews of staff. Conducted weekly staff meetings as well as individual supervision for each staff.
- Met with clients regarding complaints, program requirements and program compliance.
- Created educational programs for clients in Permanent Supportive Housing Program with community agencies and contacts within San Antonio.
- Created policies and procedures for all three programs
- In charge of and organized the SAMMinistries' monthly Community Convening.
- Field Supervisor for social work practicum students.

### **Manager of Transitional Services 2011 to 2012**

- Supervise Transitional Services case managers, BSW and MSW interns completing their Field Practicum in our program. Regular supervision with case managers and interns to review their caseloads and challenges with clients.
- Coordinates activities of staff in providing services to assist clients with problems of emergency or crisis. Meet with residents regarding concerns or compliance issues. Reviews case records/files and conducts annual performance evaluations of employees and provides opportunities for growth.
- Participated in developing and implementing program policies and procedures. Available to residents individually or in groups when case managers are not available.
- Responsible for reporting information weekly, monthly and yearly for various local, state and federal grants and the Board of Directors for SAMMinistries.

- Facilitate relationships and collaborations with agencies in the community. Assist in the development of community resources for the transitional programs. Speak on behalf of SAMMinistries at various agencies about transitional programs and homelessness.
- Coordinate with UTHSCSA for onsite medical, dental and psychiatric clinic to ensure residents in transitional services have access for health needs.

#### **Director of Transitional Services 2007 to 2011**

- Supervise all levels of staff ranging from Manager of Family Services, Manager of Social Services, and Case Managers to Resident Managers and Receptionists. Supervise Social Work Practicum students. Conduct regular supervision with assigned staff to ensure effective and efficient program operations.
- Plans, administers, coordinates and evaluates program service delivery to ensure effective and efficient program operations. Responsible for reporting information weekly, monthly and yearly.
- Facilitate relationships and collaborations with agencies in the community. Assist in the development of community resources for the program. Established Dental and Psychiatric Clinics onsite through collaboration with University of Texas Health Science Center at San Antonio (UTHSCSA)
- Participate in developing and implementing program policies and procedures. Evaluate employees and provide opportunities for growth.

#### **Manager of Social Services 2005-2007**

- Supervise Case Managers, Resident Managers and Family Support Supervisor. Regular supervision with case managers to review their caseloads and challenges with clients.
- Coordinates activities of staff in providing services to assist clients with problems of emergency or crisis. Meet with residents regarding concerns or complaint issues. Reviews case records/files and evaluates performance of staff members.
- Participates in developing and implementing program policies and procedures. Available to residents individually or in groups when case managers are not available.

#### **Education Coordinator/Volunteer Liaison/Aftercare Case Manger 2004 to 2005**

- Work with residents and children of Transitional Living and Learning Center (TLLC) and SAMMinistries' Transitional Housing (STH) on their education goals.
- Act as a liaison between all school districts attended by students of TLLC and STH. Coordinate with McKinney-Vento Liaisons within the school districts for transportation, school supplies, backpacks, grades, special educational testing, tutoring and anything else students of TLLC or STH may need to be successful in school.
- Support adults with their own educational goals such as obtaining a GED, a college degree or certification. Assisted adults with the application and financial aid process for college and follow them through school. Connect both adults and children with tutoring if needed.
- Coordinate all life skills classes, which include parenting, money management, conflict resolution, health and wellness, computer training, suited for success and many others. Coordinate volunteers to provide childcare during life skills classes.
- Coordinate all holiday activities including finding sponsors for 65+ families.
- Coordinate and supervise volunteers for all activities at TLLC. Volunteer point of contact for TLLC. Supervise the classrooms, computer lab and library at the TLLC.
- Assist with HUD APR, United Way report and other grant related reports during the year
- Provide case management and follow-up services for two years for families completing TLLC or STH program.

### **Case Manager 1998 to 2004**

- Interview, screen and assess homeless families applying to SAMMinistries' Transitional Housing Program (STH) and Transitional Living and Learning Center (TLLC).
- Assist families in developing case plans. Refer families to necessary services and coordinate with other providers to help families' access services and achieve goals set in their case plans.
- Maintain necessary documentation, reports and statistics. Reinforce good budgeting/financial management skills and monitor budgeting and financial activity as part of their case plan.
- Collaborate with many different social service agencies within San Antonio to develop relationships to assist families with services.
- Present about program to various community groups and agencies to inform about our program and what we have to offer homeless families in San Antonio.

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### **EDUCATION**

**Master of Social Work (MSW)**, University of Texas at San Antonio, San Antonio, Texas

Practicum: Jewish Family Service, San Antonio, Texas (Agency provides therapy to adults, children and families): Intern in Counseling Services

**Bachelor of Social Work (BSW)**, University of South Florida, Tampa, Florida

Practicum: Congressman Ciro Rodriguez -- San Antonio, Texas (Advocated on Constituent's behalf with various Federal Agencies such as Departments of Veterans Affairs, Immigration, Workers' Compensation, Prisons, Military and many others): Intern in Constituent Services as a Constituent Services Liaison

Licensed Master Social Worker by Texas State Board of Social Work Examiners

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### **Professional Organizations/Continuing Education:**

National Association of Social Workers (NASW)

Former Member of Texas Homeless Network

Texas Homeless Network Conference

Texas Homeless Education Office Conference

Texas Workforce Advocates-Case Management Training-60 hours

Applied Suicide Intervention Skills Training (ASIST)

TDHCA Compliance Training for the Affordable Housing Disposition Program

United Way BEXAR Necessities Training

Homeless Management Information Systems (HMIS)

Issue in Profile: Child Abuse and Neglect

An Introduction to Motivation Interviewing

Trans-theoretical Model-Stages of Change

Personality Disorders in Social Work and Health Care

Emotional Manipulation: Understanding Manipulators and Helping Their Victims

SATORI Alternatives to Managing Aggression

Human Trafficking

Council on Social Work Education Reaffirmation Training

