**Shamicka Joseph will be the supervisor of an additional Career Counselor position we plan to hire to do the work we are proposing in this application.**

**120X Career Exploration Assessment**

**921X Direct Placement Intake**

**559X Work Experience Development**

**W-9 and NYS Disability Insurance documents were uploaded to the Supported Employment segment because the upload tab for these were not working on the last page of application.**

**SHAMICKA R. JOSEPH (Neeley)**

585.905.8907

Rochester, NY 14619

[ShamickaR.Joseph@gmail.com](mailto:ShamickaR.Joseph@gmail.com)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PROFESSIONAL SUMMARY**

Passionate leader with years of service in a community setting. 16 years of experience in project and program management, with community based services spanning from mental health and supporting youth and families. Skilled in regional training, facilitation and business strategy. Ability to work in a fast-paced and fluid environment. Leadership development for individuals and teams. Communicates, supports, and links organization’s mission, vision, and goals to strategies.

**EDUCATION**

Roberts Wesleyan College, Rochester, NY

**Bachelor of Science – Organizational Management**

**Masters of Science - Masters of Strategic Leadership**

**TRAINING**

Leadership Rochester

Hillside Work Scholarship Connection: Leadership Development Program

African American Leadership Development Program – Greater United Way of Rochester, NY

GRASA Interactional Supervision

**PROFESSIONAL EXPERIENCE**

East House Corporation **11/2018 - Current**

**Director of Recovery Support Services 3/2022 - Current**

* Provides leadership to a multi-disciplined team of 10 or more, providing a positive work atmosphere that reflects the agency values.
* Responsible for the planning, development and implementation of coordinated and comprehensive services in the designated program area, focused on improving the quality of life and wellness for each person served in a way that has meaning to that individual.
* Ensures the overall functioning of the program; as well as the implementation and ongoing evaluation of services to facilitate evidence-based, therapeutic programming and the creation of new or supportive services as needed.
* Serves on the agency’s Leadership team to provide input and follow through with strategic direction.
* Provide services based on SAMHSA 8 dimensions of wellness and meet contractual requirements and conform to the agency's values, performance standards, policies and procedures.
* Facilitates case reviews to provide oversight, stability, and objectivity in the quality of services to the client.
* Program Director’s analysis of program-specific data documents attention to client achievement of goals
* Oversee multiple programs within and outside of the organization. Continually assess the quality of each service component within the program and makes changes as needed.
* Create and build relationships with community partners and leaders.
* Maintain a financially viable program that ensures maximum utilization of program services and meets contractual and budget goals.
* Create and facilitate workshops for leaders.
* Co-facilitator for the agency's BIPOC Caucus group.
* Oversee an education program designed to enlighten individuals on educational opportunities.

**Program Manager II 11/2018- 3/2022**

* Oversee two mental health programs in conjunction with the state of New York.
* Ensures adherence to state certification regulations, funding requirements (including Medicaid where applicable), and other applicable regulations, policies and procedures governing the program and facilities.
* Recruit and maintain staff.
* Manage a multi faced team including leadership positions.
* Supervises recordkeeping within programs, and ensures that documentation meets regulatory and funding requirements.
* Oversee vendor contracts.
* Oversees referrals, intakes, and discharges for programs.
* Communicate and facilitate care coordination between multiple organizations/agencies.
* Coordinate client centered meetings with treatment providers.
* Provides immediate response and leadership to managing crisis situations and behavioral/risk management issues. Ensures incident reporting is completed in accordance with policy.
* Facilitates case reviews to provide oversight, stability, quality and objectivity in the quality of services for the client.
* Ensures implementation of evidence based therapeutic programming, providing ongoing evaluation of and creation of new programs/services as needed.
* Create logistical tools to measure staff compliance and progress.
* Create and implement trainings.
* Utilizes relevant data to assess services and make changes to ensure that the program’s quality of care is outstanding.
* Successful recertification/audit/review of program by regulatory/funding agency
* Client records are reviewed on schedule and meet program standards. Deficiencies are addressed in a timely manner Chart audit results meet standards set by program/regulatory/funding agency
* A review of client utilization of services (UR) is completed per program standards and discharge planning is initiated when appropriate
* Crises are resolved in a planned way with communication to Senior Program Director and Director of Quality Assurance
* Manage the budget of $100,000 and ensure quality services and resources are allocated according to state and county memorandum.
* Ensures that any necessary corrective actions are taken 100% of the time

Hillside Work Scholarship Connection (HW-SC) **2/2008 – 9/14/18**

**Team Supervisor**, (8/2015)

* Managed the daily operations of HW-SC at locations
* Provided direct oversight of 10 staff supporting 350 students
* Responsible for building and leveraging strong relationships with site administration
* Delegated, monitored and provided support as needed to ensure services outlined
* Coordinated staff schedules to ensure that staff schedules meet the needs of the program
* Budget responsibilities; effectively manages expenses against budgetary parameters. Manage overtime, school programming and consumer emergency cost.
* Reviewed and approved time cards, expense reports, mileage reports, etc.
* Reviewed and analyzed reports generated by Business Intelligence; identifies areas where team performance does not meet or exceed expectations
* Responsible for consistent documentation review and update in coordination with policy changes
* Responsible for Human Resource related functions including hiring, termination, performance evaluation and management, employee development, employee discipline/corrective action and employee compensation
* Facilitated trainings for new employees in Western N.Y., Washington, and Maryland
* Created and facilitate professional developments
* Assisted in the development of a training track for agency affiliate

**Youth Advocate II,** (8/2013-8/2015)

* Project management
* Built relationships with school administration and community resources for a start-up program at Greece Central School district
* Created, executed and managed student programing, including school based and community tutoring
* Managed summer programing team of youth advocates including but not limited to: scheduling, assignments, and conflict resolution

**Youth Advocate I,** (2/2008 – 8/2013)

* Accountable for securing documentation needed for application in regards to the program
* Assessed individual needs in order to counsel and advise through mentorship to provide support to a caseload of High school students.
* Guided individuals and families in need of outside services for public benefits through community agencies and county social workers; including face- to-face advocating or representing on the families behalf
* In partnership with student and families created an Individualized Graduation Plan; linked students in need of academic support with tutoring services
* Coordinated and executed multiple events to support scholar enrichments

See Career Counselor Job Description below

**POSITION:** **Career Counselor**

**REPORTS TO:** **Director of Recovery Support Services**

**SUPERVISES:** N/A

The Career Counselor assists clients in developing and implementing a comprehensive program of vocational rehabilitation services that will result in clients’ involvement in employment, skills training or educational activities. Provides and/or coordinates those pre-vocational and vocational activities which will help clients develop and achieve vocational rehabilitation goals.

| **Results** | **Measures** |
| --- | --- |
| **Appropriate Admissions/Discharges/ Transfers**   1. Admits clients on to caseload using program guidelines and supervisor’s consultation. 2. Appropriately transfers clients to another Career Counselor’s caseload when clients change residences. 3. Makes discharge decisions for individual clients based on milestones reached, and continued need for, or appropriateness of, services. | * Maintains case load within acceptable program guidelines |
| **Clients Engaged in Vocational/Educational Activity Appropriate for their Goals**   1. Provides vocational assessment, planning and counseling to clients and help them explore vocational program options available within the agency and in the community. 2. Facilitates various groups to assist clients with career exploration, planning for college, time management, volunteer placements, resolving legal issues as related to employment, job readiness, locating employment (Job Club) or ACCES-VR referrals, and other as appropriate. 3. Ensures that vocational services are integrated and coordinated with other rehabilitation and treatment services; communicates the status and progress of the client to other program staff and the primary therapist, as appropriate. 4. Recommends and refers clients to both agency and community-based education and training programs and employment opportunities. | * Caseload outcomes are contributing to the overall satisfactory program outcomes * Feedback from group members indicates overall satisfaction * Feedback received from residential units, other East House programs & community service providers indicates that Career Counselor’s efforts are contributing to clients being served in the most effective manner |
| **Internally & Externally Coordinated Services**   1. Coordinates community activities for clients such as assisted volunteering, visiting employer sites, and touring community skills training and educational programs. 2. Promotes the comprehensive array of services offered to both clients and staff to ensure appropriate levels of engagement in services. 3. Participates in the coordination, development and execution of the annual RIT Enrichment Program at RIT and with fundraising for this event. 4. Maintains effective relationships with community service providers and the external agencies we serve to ensure a mutual exchange of information on behalf of the clients served. | * Participates and represents the unit or program in appropriate community meetings * Supervisor satisfied that Career Counselor collaborates both intra- and inter-agency |
| **Documentation Standards Met**   1. Maintains client records to the standards defined by regulators and East House policies and procedures. 2. Inputs accurate data into a database to track vocational outcomes. | * Meets documentation standards as evidenced by audits and chart reviews |

**Position Qualifications**

**Minimum Education & Experience**

Bachelor’s degree in human service related field and two years’ paid human service experience or equivalent combination of education and experience.

### Licensure and Certification

* NYS motor vehicle license, safe driving record and availability of personal vehicle for work.
* Licensure and certification in human services preferred.
* Qualified Mental Health Staff as defined by OMH Residential regulations required for work with OMH licensed programs.

**Other Skills/Knowledge/Experience**

* Demonstrated ability to assess vocational needs, teach vocational skills and work-related behaviors and motivate clients.
* Basic computer Literacy as evidenced by the ability to ability to go online and conduct basic searches on the Internet, check his/her email account, create and send email with an attachments and use simple email features. Can open spreadsheets and word processing documents to read and make simple edits.
* Intermediate Microsoft Word skills as evidenced by the ability to perform all of the basic functions as well as create moderately complex documents containing tables and graphs, and ability to mail merge documents, apply page setup functions (margins, page numbers, footers, headers), create an index and/or table of contents, use search & replace, print labels and envelopes.
* Intermediate Microsoft Excel skills as evidenced by the ability to perform all of the basic functions as well as the ability to use workbooks, link data, create and edit charts, change page orientation, add headers and footers, filter and sort lists, format data, insert rows, enter and sort data and produce graphs and charts.

**Physical/Mental Demands:**

* Job frequently requires sitting, handling objects and paperwork, work with a computer and communicating with others both verbally and in written format.
* Job involves occasional lifting of up to 30 lbs., walking, standing and reaching.
* Finger dexterity to a level that allows the ability to operate a telephone and computer keyboard.
* Hearing needed to a level that enables one to hear normal conversation.
* Visual requirements to the level of being able to read documents and a computer screen.
* Ability to read and interpret policies, procedures and various other information.
* Ability to maintain emotional control under stressful situations.

**Working Conditions:**

* Traditional office or household environment.
* Occasionally subjected to pressure due to time demands.
* Occasional travel to other East House facilities.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Career Counselor Job Levels** | | | | | |
| **Job title** | **Education/ Experience** | **Autonomy** | **Interpersonal Interaction** | **Licenses** | **Agency Involvement** |
| Career Counselor | Bachelors + 2-4 yrs. Exp; OR | Performs day-to-day duties independently, but typically needs additional support or feedback when issues arise. Can handle some complex issues independently, but will seek outside support when needed. | Works well with clients and employees. Helps others as necessary to accomplish Agency goals. Displays appropriate behaviors. | Appropriate Certification/ License not required | Involved in a limited number of agency committees, focus groups, teams, etc. |
| Masters + 0-1 yrs. Exp |
| Career Counselor II | Bachelors + 3-5 yrs. Exp; OR | Performs all duties on a regular basis with minimal supervision. Comfortable handling most complex issues with little need for outside consultation. | Same as level I plus: Actively assists other employees in accomplishing Agency goals. Routinely acts as a leader or mentor for other staff. | Appropriate Certification/ License preferred | Regularly involved in agency committees, focus groups, teams, etc. |
| Masters + 1-3 yrs. Exp |