**Simone M. Mack**

95 Rand Street, Rochester, NY | (585) 415-8603 | [simone.mack95@gmail.com](mailto:simone.mack95@gmail.com)

**CASE MANAGEMENT | SOCIAL WORK | PROGRAM COORDINATION | CLIENT ADVOCACY**

PROFESSIONAL SUMMARY

Compassionate, dedicated and strategic behavioral health professional with an impactful employment history of providing direct care, counseling individuals and assessing client needs quickly. Proven ability to create a safe and comfortable environment, provide crisis interventions and offering sincere support.

**Areas of Expertise**

Interpersonal Communication | Crisis Management | Treatment Planning | Interventions | Strategic Planning | Project Management | Process Improvement | Document Management | Confidentiality

EDUCATION

**Social Work License,** NYS Office of the Professions**, 11/2022**

**Roberts Wesleyan College**, Master of Social Work: Child and Family, **2018 – 2022**

**Lemoyne College**, Bachelor of Art: Peace and Global Studies; Minor: Biology, Philosophy, **2015**

EMPLOYMENT HISTORY

**Mental Health Therapist** | Renew Hope and Healing | Henrietta, NY| **2024-Present**

* Diagnose and treat mental and emotional disorders for various populations, including young adults, adults, and the elderly.
* Work with clients to develop treatment plans which contain obtainable and measurable treatment goals and objectives.
* Collaborate with other professionals to ensure quality and continuity of care.
* Attend and participate in supervision on a weekly basis.

**Manager of SEMP**| Community Place of Greater Rochester | Rochester, NY | **2022-Present**

* Provide oversight of ACCESS-VR and OPWDD funded Supported Employment Services
* Oversee all operations and administration of the supported employment department and staff
* Seek out new business opportunities for the purpose of finding gainful employment for individuals with intellectual or developmental disabilities
* Maintain and develop positive relationships with area businesses, referring agencies and other social service agencies

**Vocational Counselor**| Community Place of Greater Rochester | Rochester, NY | **2021-2022**

* Conduct intakes of potential participants
* Help participants locate a job that is suited for their strengths and interests
* Help identify barriers to obtaining and maintaining employment as well as solutions to overcoming these barriers

**Direct Support Assistant** | Office of People with Developmental Disabilities | Rochester, NY | **2018 – 2021**

* Assists clients with daily personal tasks, including bathing and dressing; Completes housekeeping tasks such as vacuuming, washing dishes and tidying
* Helps plan client appointments and organize a schedule; Organizes with transportation arrangements to appointments; Shops for groceries and prepares meals that meet specific client dietary needs
* Encourages client engagement in social networks and communities

**Community Rehabilitation Specialist** | Mary Cariola | Rochester, NY | **2018**

* Counseled individuals to maximize the independence and employability of persons coping with personal, social, and vocational difficulties that result from illness, disease, accidents, or the stress of daily life
* Coordinated activities for residents of care and treatment facilities
* Assessed client needs and design and implement rehabilitation programs that may include personal and vocational counseling, training, and job placement

**AmeriCorps: State Resiliency Corps** | American Red Cross | Syracuse, NY | **2015 – 2016**

* Maintained an up-to-date database of volunteers and their activity within the organization; Forged relationships with organizations, companies, and neighborhoods throughout the community
* Utilized an array of office machinery and tools; Presented NYS certified information on emergency preparedness
* Adhered to organization policies and mission statement

TECHNICAL SKILLS

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

**Mr. Robert J. Mills 301 Parrish Road**

**Honeoye Falls, New York 14472 Mobile: (804) 994-8801**

**Email:** [**millsrj01@gmail.com**](mailto:millsrj01@gmail.com)

**Education:**

Grand Canyon University

Master of Education in Special Education

3300 West Camelback Road, Phoenix, AZ 85017 Dates of Attendance: 06/2018- 02/2021

MS, Special Education K-12, Summa cum laude

St. Bonaventure University

3261 West State Street, St Bonaventure, NY 14778 Dates of Attendance: 08/2013- 12/2016

BS in Childhood Studies

**Work Experience:**

Rome City School District

409 Bell Road, Rome, NY 13440 11/2021- 1/2024

Substitute Teacher Fulltime/ Part-time

Duties, Accomplishments and Related Skills:

SUMMARY: I have taught and represented grades K-12 within the Rome, New York School District. As a full-time substitute teacher, I have spent a great amount of time collaborating with other teachers, school administrators, and students' families; to help provide a successful learning environment for the local community.

Durhamville Elementary School

5462 Main Street, Durhamville, NY 13054 9/2020- 2/2021

Student Teacher

Duties, Accomplishments and Related Skills:

SUMMARY: Student taught and represented a 4th/ 5th inclusive/ online special education classroom. Helped develop and implement an array of successful lesson plans in accordance with students' individual needs and exceptionalities. Developed various lesson plans and activities for

students in elementary and secondary education classrooms. Conducted multiple large/ small classroom instructions.

**Language Skills:**

Language Spoken: English/ German (Advanced/ Novice).

**Additional Information:**

SECURITY CLEARANCE:

Possess a New York State fingerprint clearance. Granted: 9/2023. Licensed New York State driver.

COMPUTER PROFICIENCY:

Microsoft Office (Word, PowerPoint, Outlook, Excel) Google Suites

Types seventy words per minute Adobe Acrobat Reader Macintosh IOS.