

Christina D. Clarke

Atlanta, Ga 30349

SUMMARY

Behavioral Health/Child Welfare Specialist with 10+ years of experience assessing the needs of vulnerable families, supporting, and representing adults and children and developing service plans. Excellent oral and written communication skills. A collaborator who is attentive to detail and able to work in a demanding environment. Diverse background includes customer service skills, training and staff development, quality assurance, crisis management and intervention.

QUALIFICATIONS

- Superior time management
- Adaptive Learner
- Training and Development
- Good assessment and evaluation skills
- Strong administrative skills
- Excellent written and verbal communication skills

EXPERIENCE

Social Services Program Consultant 1

DFCS Child Care Coordinator

Early Childhood Collaboration Unit
Georgia Department of Human Service

April 2019 – Present
Atlanta, GA

- Provide support and guidance in helping to identify top tier Quality Rated childcare programs.
- Regularly review GA SHINES, Gateway, MAXSTAR and internal unit records to ensure referral accuracy and quality services provision for children in foster care and families with DFCS involvement.
- Provide statewide monitoring, support, and advocacy related to childcare for children with DFCS involvement.
- Manage provisional (90) day scholarship process.
- Compile and reconcile renewal information for Childcare and Parents Services (CAPS) scholarships monthly.
- Works in close collaboration with the program administration section of Department of Early Care and Learning (DECAL) CAPS Division to ensure seamless interdepartmental service delivery to all families and providers.
- Work in Partnership with DECAL and DHS Education and Training departments to develop employee training for Childcare and Parent Services (CAPS).

Social Services Specialist 2

Investigations and Foster Care

Forsyth County DFCS
Georgia Department of Human Services

September 2016 – April 2019
Cumming, GA

- Accessed, identified, and documented abuse and neglect cases and found the appropriate services to enhance child welfare.
- Identified immediate threats made to a child and provide arrangements that comply with state and federal laws and agency policies and procedures. Ensured ongoing contact between children, siblings, and family to reduce trauma for children who entered foster care.
- Testify in court regarding the status of the agency and/or parent's progress towards the court approved placement, reunification and/or termination of parental rights.
- Maintain individual caseload of 30 plus youth in foster care between the ages of newborn – 21 years old and made critical referrals to services for families.
- Successfully transitioned 13 children from foster care to parental custody, adoption and/or permanent guardianship.
- Kept children in their homes when it was deemed safe and provided them with a safe environment when they were determined to be at risk.
- Assisted families in developing and implementing safety plans to ensure the safety of the children.
- Continuously assessed for safety and advocated for child(ren).
- Coordinated with other departments and counties for receiving and/or transferring of cases.
- Facilitated and maintained professional relationships with Law Enforcement, Lawyers, Schools, Medical

- Professionals, Community Agencies, Local Government officials and community members.
- Accomplished enrollment of 1 youth into technical college/Trade school upon graduation of High School.
- Certified in Foster care and Investigations.

Consumer Support Specialist

Quality Assurance and Clinical Support Services (QACSS) August 2012 – January 2016
Arc of Essex County Livingston, NJ

- Maintained an individual caseload of 20+ individuals.
- Kept abreast of new and developing information in the mental health field by regularly attending professional conferences and workshops.
- Developed and implemented behavioral, treatment and other support plans and modified when needed.
- Directed family-centered, strengths-based, culturally competent and individualized intakes and assessments for new consumers.
- Collaborated with clients regarding their job search. Helped clients complete job applications forms, assisted with search on various online job search sites, helped clients develop resumes and gave tips on job interviewing skills.
- Maintained relevant paperwork required for program. (Case notes, weekly summaries and quarterly reports.
- Identified and maintained professional relationships with community resources, Program Manager, Directors, staff, DDD mental health providers, and community mental health providers.
- Conducted Quality Assurance (QA) assessments and program audits.
- Conducted training's as well as in-service training's for staff and various levels of management.
- Developed and implemented professional development training's and supports for staff and consumers.
- Reported and filed all Unusual Incidents for agency per DDD standards to the state.
- Became a Certified trainer in Crisis Prevention and Intervention (CPI).

Case Manager

Children's Mobile Response and Stabilization (CMRSS) October 2011 – August 2012
Catholic Charities of the Archdiocese of Newark Jersey City, NJ

- Provided mobile crisis intervention/de-escalation and stabilization outreach services for at risk children and families with addiction, emotional and behavioral health issues.
- Conducted psych-social assessment and crisis assessment for each youth.
- Completed an individualized treatment plan using the DSM IV for diagnosing.
 - Plan included behaviorally specific goals, strategies, and plan of service.
- Assisted families in completing Presumptive Eligibility (PE) requirements and referring to Family Crisis Intervention Unit (FCIU) when applicable.
- Inputted and updated Data and Case Notes into Cyber System.
 - Records of each client's progress, conversations/meetings with family, school, doctors and anyone involved with the case.
- Coordinated and monitored in-home community-based services.
 - Such as mentors, behavioral assistants, and counselors.
- Actively participated in multi-disciplinary team meetings and case discussions/consultations.
- Coordinated discharge/transitional services to include referral and linkage to outpatient services and support.

Residential Coordinator

Residential Services May 2008 – February 2010
New Jersey Association of the Deaf-Blind, Inc Somerset, NJ

- Completed required reports/tasks for Residential department.
 - Minutes for all Management meetings, weekly attendance for clients, monthly progress reports for families and quarterly reports for State Case Worker.
- Generated and updated all Individual Habilitation Plan (IHP) plans for all clients in eight group homes.
- Created and maintained an electronic and manual filing system for all group homes and entire residential department.
- Case management for clients living in agency group homes and day programs.
- Assisted with the supervision of eight group home managers and staff working in the homes.
- Supported Intellectually Disabled young adults and senior citizens with personal hygiene, medication administration, daily household chores, support in the community, scheduling of activities, and coordination of participants.
- Advocated for residential clients and their families.
- Customer service.

- Coordinated and disseminated all updates to Agency and Program manuals as needed.
- Insured all home inspections and paperwork as per Developmental Disabilities Department (DDD) licensing standards are maintained and up to date.
- Retained petty cash for the entire residential department.
 - Processed monthly expense reports reflecting supporting documents and budget codes.

Administrative Assistant – Student Worker

Auxiliary Services

January 2005 – May 2008

North Carolina A & T State University

Greensboro, North Carolina

- Managed administrative matters including screening calls, managing calendars, planning of meetings, composing documents, and organizing offices for efficiency.
- Customer service.
 - Interacted professionally with students, families, faculty, and all levels of staff in addition to maintaining the highest level of confidentiality.
- Managed all compiling of documents, copying, sorting, distributing, and filing of office documents
- Data entry
 - Inputted student's information into Residential Management System (RMS) and Banner Systems for students receiving Meals Plans.
- Overhauled record keeping system from manual to computer-based, creating a user-friendly and systematic information management system and reducing data-retrieval time.

Office Associate (Full-time & seasonal)

May 2005 – May 2008

Helzberg Diamonds

Woodbridge, New Jersey

- Interfaced with customers to identify purchasing needs and directed them to appropriate department; recommended additional products or cost-effective alternatives to enhance service and satisfaction.
- Facilitated inventory and stock management; conducted routine inventory audits and store replenish inventories while minimizing excess.
- Maintained up-to-date records covering.
 - Purchases, returns, and credits.
 - Tracking, recording, shipping, and receiving of all inventories.
 - Balancing cash drawers and making deposits.
- Maintained and organized store displays to enhance product visibility; confirmed and changed price signage on designated products during sales and seasonal promotions.
- Maintained knowledge of current sales, promotions and policies regarding payment, exchanges and security practices.

VOLUNTEER EXPERIENCE

Chairman

July 2020 – Present

South Fulton Community Clean Up

South Fulton, GA

- Started community group to address citywide concerns of littering.
- Plan and organize monthly community clean ups.
- Collaborate with community leaders, organizations, and public agencies to promote a litter free city.
- Assist in removing trash from city streets, effectively reducing the amount of pollution and debris throughout the city and from entering storm drains.

EDUCATION

Bachelor of Arts with Honors, Psychology

May 2008

North Carolina A & T State University

Greensboro, North Carolina

References Furnished Upon Request