

Leah Solberg
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Savannah, Georgie 31406
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Objective: My objective is to obtain a position, where I can best maximize my management skills, quality assurance, program development, and training experience while embracing my core values of Respect, Integrity and Joy.

Professional Experience:

Docu Family Medicine Center

December 2021-Present

Patient Relations Specialist

- Administrative position working at the front desk of a primary care medical office for Dr. Eduard Docu, and a Family Nurse Practitioner Mrs Judith Woods. This position is primarily responsible to handle all patient concerns, complaints, and disputes for the practice. Additional daily duties include scheduling patients, rescheduling missing appointments and appointment reminders, answering phones, completing referrals, collecting payments, insurance verification, and maintaining electronic medical records using a system, eClinicalWorks.

Gaughf Dermatology

April 2021-November 2021

Administrative Assistant

- The Administrative Assistant position is responsible for handling medical records, obtaining the dictations from the providers and sending them to the referral sources, entering new referrals into the system and contacting them to be scheduled with one of the providers. Additional duties have included cross training in the billing department with insurance verifications and the reports from the pathology companies; cross training with the front desk for check in and check out, cross training with scheduling for the med spa appointments in addition to the dermatology appointments.

Help at Home

October 2019-April 2021

Branch Manager

- The Branch Manager is responsible to oversee daily office operations and ensure quality service delivery to all clients within contract, state/federal regulations and company policies and procedures. Organize and administer all services and office operations within the service areas. Oversee recruitment, screening, selection, and training for all field and administrative staff. Implement and interpret service and operations policies. Supervise and direct services and operations of staff. Maintain liaison with local contracting entity regarding contract services and operations. Coordinate timesheets and complete payroll entry forms for submission to the payroll department. Coordinate the opening of new cases with the Staffing Supervisors. Ensure all documentation is accurate and up to date for all client and employee files. Arbitrate grievances reported from field or administrative staff, personnel, and clients.

The Arc of Anchorage

September 2013-September 2019

Director, Residential Services

- The Director of Residential Services is responsible for the overall supervision of the individuals residing in our residential and supported living homes. The Director oversees Team Leaders, Case Managers, and DSPs. The Director monitors agency program and grant goals and objectives; coordinates services with state and local agencies; and develops and maintains services that adhere to evidenced based practices and program integration as well as state and national standards. The Director is responsible for ensuring all services provided by the Community Living Services team adhere to the agency's Mission and Core Values of The Arc of Anchorage and The Arc of the United States. In addition, is responsible for the development of new operations procedures and for their implementation related to the team's services. The director is responsible for the development and implementation of individualized services for persons that experience a disability and on-going collaboration with DSDS staff, and other stakeholders.

People Inc

2012-2013

Site Manager

- Provide onsite, daily management of the Individual Residential Alternative (IRA). Oversaw hiring, training, scheduling, and supervision of staff. Managed petty cash expenditures and individuals' accounts. Responsible for monitoring and implementing Residential Habilitation Plans. Ensured compliance with the Office for People with Developmental Disabilities (OPWDD) certification requirements. Provided 24 hour on call support. Demonstrated the ability to self-initiate, organize and schedule, analyze tasks, provide effective communication and flexibility.

Independent Opportunities Inc. (IOI), Charlotte, NC

2008-2012

Home and Community Support Services Specialist

- Provided individually designed support services essential for the persons health and welfare. That involved Adult Daily Living activities as well as supporting integration into the community. This is similar to Supported Living and Day Hab services at The Arc of Anchorage.

ResCare, Charlotte, NC

2008-2012

Residential Manager

- Responsible for the overall operation of assigned service site including staff, budget, compliance with Federal/State regulations or standards of service, and the general quality of service to person(s) served in these programs. The tasks were highly complex and required negotiation and communication skills, organizational abilities, advocacy skills, and overall business acumen.

People Inc.

2005-2008

Team Leader Erie Community College Young Adult Life Transition

- Supervision and training of all Instructors. Instruction and supervision of participants in all aspects of daily living, development, and implementation of individuals' goals. Provide an assessment on all new program participants. Instruct newly hired staff on policy and procedures of the Community Habilitation Program. Train new staff on goal implementation. Maintain a caseload; provide coverage and fill in when direct care staffs not available. Collect and review documentation; for billing purposes and to maintain complete files. Responsible for ensuring that confidentiality is strictly maintained concerning all agency related information.

Community Services for the Developmentally Disabled

1999-2005

Site Manager

- Provide onsite, daily management of the Individual Residential Alternative (IRA). Oversaw hiring, training, scheduling, and supervision of staff. Managed petty cash expenditures and individuals' accounts. Responsible for monitoring and implementing Residential Habilitation Plans. Ensured compliance with the Office for People with Developmental Disabilities (OPWDD) certification requirements. Provided 24 hour on call support. Demonstrated the ability to self-initiate, organize and schedule, analyze tasks, provide effective communication and flexibility.

Education:

- Southern New Hampshire University 2016- Present – pursuing bachelor's in human services

References:

Gaughf Dermatology

Supervisor: Dr. Claudia Gaughf

Phone: 912-354-7124

People Inc.

Supervisor: Erika Kuhn

Phone: 716-481-9030

Help at Home

Supervisor: Charlie Ryan

Phone: 608-807-9420

Independent Opportunities Inc. (IOI)

Supervisor: Greg Krypel

Phone: 704-491-9702

The Arc of Anchorage

Supervisor: Stephanie Wheeler

Phone: 907-229-0557

ResCare

Supervisor: Angie Hughes

Phone: 704-858-1427

Personal:

- Mark Regoord: 907-885-4837
- Bridget Russo: 716-998-0760
- Katie Burke: 518-578-3163
- Darren Monaco: 704-455-2199
- Emily Vito: 330-398-2432