

Valerie Fredericks

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PERSONAL SUMMARY

Reliable, initiative-taking, tech-savvy professional with over 30 years working within professional environment. An experienced Case Manager who can accurately assess the needs of her client and then decide the best form of intervention. Can conduct outreach activities, determine a client's eligibility for social services and point those in need in the right direction. Furthermore, I have a proven history of writing, editing, and producing a range of written materials to a consistently high standard for a variety of audiences. As a true professional I can think about the wider impact of any decisions that I have to make. Right now, I am looking for a senior level position where I can build a long-term future career.

KEY SKILLS AND COMPETENCIES

- Evaluating and analyzing client needs.
- Providing updates to courts.
- Performs well under pressure.
- Effective report writing.
- Developing client relationships.
- Strong interpersonal skills
- Building trust & rapport
- Initiative-taking, dependable
- Project coordination
- Microsoft excels, PowerPoint
- Microsoft word proficient
- Strong written skills

PROFESSIONAL EXPERIENCE

Case Manager — Applewood Centers Tapestry Systems of Care — Cleveland, Ohio

August 2020 – Current

Applewood is a non-profit organization serving troubled youth of northeast Ohio by providing high Quality behavioral healthcare and out-of-home services.

- Interview clients to obtain information pertinent to establishing and maintaining effective client records and service plans. Gather information that will enable ongoing diagnosis assessment, and treatment planning.
- Demonstrates the ability to develop and maintain strengths-focused, professional alignment and engagement with families.
- Collaborates with families and clients in the development of crisis plans and provides crisis assistance and coaching as needed.
- Assists clients and families with monitoring and managing symptoms related to mental, emotional, and behavioral symptomatology.
- Coordinates the delivery of services identified on client treatment plans (ISP) and provides case management.
- Writes all communication in a clear, concise, understandable, and readable manner.
- Participates, as assigns, in providing 24/7 on call coverage for youth and families.
- Provide intensive, home and community based, skill building and case management services to seriously emotionally and behaviorally troubled (SED) youth and their families.
- Maintain a case load of 10-17 youth and families.
- Engage clients and families as partners in the care planning process and operates from a strength's perspective.

Family Advocate – Applewood Centers Tapestry Systems of Care – Cleveland, OH

March 2020- August 2020

Applewood is a non-profit organization serving troubled youth of northeast Ohio by providing high quality behavioral healthcare and out-of-home services.

- Managed a case load of up to 54 families, including: site visits; attending appointments with client; develop treatment plans; monitor client progress in home, community, and school; provide support to parents.
- Provide visible, caring client service that resulted in clients remaining eligible for continued services and support.
- Record client interactions by documenting details of inquiries, complaints, comments, and actions taken.
- Effectively collaborate across teams to share information and coordinate on new ideas at the monthly Care Planning Team Meetings.
- Consistently meet deadlines regarding monitoring, reviewing, and updating the youth's safety plan, diagnosis, CANS, SNCD.
- Assist the Wraparound Program Supervisor to inspire, lead, and guide staff in setting and achieving the highest standards of excellence; by meeting or exceeding the Wraparound Agency Performance Review Standards so that each child and adult is provided with meaningful care appropriate to their individual needs.
- Oral and Written communication skills and effective people skills. Practical and creative critical thinking skills.
- Strong clinical skills, expertise in systemic family therapy, crisis intervention, family education, behavioral interventions, and substance abuse therapy.
- Sensitivity in relating to persons of varying backgrounds and demonstrate ability to work with diverse groups of people possessing various strengths, aptitudes, and abilities.

SUPPORTIVE VISIT COACH – Ohio Guidestone - Cleveland, Ohio

September, 2019- current

Ohio Guidestone is committed to empowering individuals and families with the goal of fostering independence.

- Developed and maintain a service relationship with family and help to design and implement a service plan.
- Provide parents with information on development and limit setting, behavior management, household management, and communication and relationship enhancement when needed.
- Provides crisis intervention and mediation as necessary.
- Record keeping of necessary information, dissemination to appropriate individuals within the agency based on departmental requirements.
- Goal is re-unification.

BOOKKEEPER, VIVA LLC – Cleveland, OH

January 2019- Current

Viva LLC, goal is to reconcile ledger accounts using general accounting.

- Utilized QuickBooks software to provide updated and efficient bookkeeping to over 10 company clients.
- Reconcile general ledger accounts and assisted with general accounting month-end closing procedure.
- Restructured company client's information by analyzing financial statements and other documents, organizing the data into Excel spreadsheets.

DISTRICT MANAGER, Checkers Drive Inn Restaurant

October 2013- November 2018

- As District manager, I obtained responsibility over an under-performing district, with 8 branches, due to management turn-over and lack of accountability for team members in their roles. Provided stability by creating solid relationships with management and sales teams, created KPI's and P & L's and held the teams accountable. Revenues were increased significantly through the implementation of new sales initiatives and accountability in operations to a higher standard.
- Accomplishments in this role include compiled a clear sales and operations strategy and implemented plans until compile deliverables were achieved; results included timeliness of implementation, additional cost savings, and customer satisfaction.
- Co-ordination of all activities to ensure profitability and consistent achievement of operational excellence for the business.
- Management of 52 managers and 300 staff members-recruitment, training and career development, rostering, performance management.

PATIENT SERVICE REPRESENTATIVE – Metro Health Medical Center

January,2011-September 2013

Metro Health Medical Center is a multispecialty academic medical center that integrates clinical and hospital care with research and education.

- Provided clerical support to physicians, nurses, and patients.
- Demonstrated strong written and verbal communication skills.
- Managed confidential communications and documentation while maintaining patient privacy and confidentiality.
- Verify and abstract medical data to ensure it corresponds with CPT codes for medical and billing purposes. Collaborate with a team of practice staff to ensure clinic is well prepared, organized, and well utilized to minimize patient satisfaction.
- Put customer service first ensure that patients and families receive the highest quality of service in a caring and compassionate atmosphere.
- Handling and controlling written and verbal communications between nursing unit personnel and numerous physicians.
- Liaison between multiple departments helping to increase transparency of needed care and maintenance between each.

EDUCATION

Psychology with Concentration in Mental Health, Southern New Hampshire University – Bachelor's in applied science

4.0 GPA, Presidents List, (Graduation Date 2/23/2022)

Health and Human Services Social Work, Bryant & Stratton College – Associates Degree

4.0 GPA, Deans List.

Business Management/Psychology certification – James Madison/ Ashworth College

4.0 GPA with Honors.

Real Estate – Certification – Cuyahoga Community College

ADVOCASY

National End of Life Doula – Certified Proficient

CASA- Juvenile court appointed Advocate

Pipes & Drums- Fallen Police Officers

Human Trafficking Advocate/Presenter

License

CDCA, Chemical Dependency Counselor Assistant