

LEIGH-ANN OLIVER

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PROFESSIONAL PROFILE

Dedicated community support professional with 10 years of experience in client services and youth educational support. I excel in conflict resolution and communication, fostering positive relationships that enhance community engagement. With a strong commitment to improving community health and well-being, I implement initiatives and provide tailored support to boost client satisfaction and outcomes. Holding a Bachelor of Arts in Psychology from Southern New Hampshire University, I am passionate about leveraging my psychological knowledge to strengthen client support and community involvement. I thrive in dynamic environments that value teamwork, empathy, and organizational excellence.

SKILLS SUMMARY

- Problem Solving- Aid in the development of behavioral management plan for safety issues
- Critical Thinking- Identifies process insufficiencies, assists in plan development to combat insufficiencies such as developing KPI boards and new goals
- Communication- Respectfully communicates in writing or verbally to convey information resulting in clear and effective understanding
- Leadership- Mentor employees to improve efficiency and performance measures
- Emotional Intelligence- Fosters a supportive team environment, deescalates high stress situations with a collected a calm demeanor, accurately identifies social cues to understand the emotional state of others.
- Teamwork- Collaborate with cross-functional departments to improve workflow efficiency
- Computer - Excellent computer skills including the full Microsoft Word and Excel, and healthcare databases like Prism and VIV.

EDUCATION

BA Psychology

Graduation Date: Jun 2025

Southern New Hampshire University

High School Diploma

Graduated: Jun 2005

Missisquoi Valley Union High School

EXPERIENCE

Co-Owner/ Operator

May 2023 - Present

Quality First Lawn Maintenance | Swanton, Vermont

A family owned business that serves community members lawncare needs, mowing, trimming, sidewalk and driveway clearing, spring and fall cleanups.

- Receive new clients, assess their property and work with them to create a service plan and schedule
- Implement the service plan on scheduled service date
- Send out invoices/ Record payment
- Ensure accuracy in the ledger
- File needed paperwork

Home Health Aide

Feb 2022 - May 2025

Bayada | Vermont

A provider of in-home health care services to maintain quality of life in the comfort of their home. Emphasizing individual care, a focus in compassion, and respect.

- Aided clients facing mental health challenges, mainly Alzheimers and dementia

clients, working through the barriers the client expressed to ensure the quality of care remained excellent

- Developed a care schedule to meet the needs of the client and worked through behavioral safety concerns regarding daily hygiene
- Developed activities for stimulation that was well received by the client
- When acceptable created outings that inspired cognitive and social stimulation.
- Offered emotional support to clients and their families
- Aided clients with transportation, appointments, shopping, cooking, and housework.

LNA/ Environmental Services

Feb 2015 - Jul 2023

Northwestern Medical Center | St. Albans, VT

A primary care hospital committed to the community initiatives and the community wellbeing.

LNA

- Monitor Vital Signs- blood pressure, pulse, oxygen saturation, glucose monitoring
- Monitor pain scale, and any cognitive changes
- Report changes in the vital signs, or cognitive awareness to the nurse
- Provide emotional Support to the patient and their families
- Assist patient with activities of daily living, ensuring room is tidy, and bedding is changed promptly
- Documenting information in the electronic medical records
- Aiding Physicians and nursing staff with patient care that falls within the scope of practice
- Restocking patient rooms with necessary medical equipment and supplies

Environmental Services Specialist

- Cleaning and Disinfecting regular patient rooms, isolation rooms, restrooms, operating rooms, lab, and offices adhering to cleaning protocols for the type of room
- Collect and dispose of waste including regular trash, biohazardous material, and medical waste following strict protocols
- Operating cleaning equipment such as an auto scrubber, burnisher, commercial ride on vacuum
- Strip and wax floors
- Respond to emergency spills and alarms, including blood spills, water pipe breaks, boiler alarms, ect.
- Linen Management- count and distribute linens as needed to specific departments on my shift
- Collaboration with the medical professionals to meet the needs of patient cleanliness, accidents, timing of services, and ensuring protocols are met.

Paraeducator for special education

Nov 2007 - Jun 2014

Missisquoi Valley Union School District- Swanton School | Swanton, Vermont

- Instructional 1:1 support staff for youth with medical and cognitive disabilities
- Prepare, adapt, and provide curriculum support in compliance with the IEP, teacher, and special educator.
- Assisting with academic needs, physical and occupational therapy exercises as determined by the OT and PT, and personal care needs (ex. toileting, feeding).
- Utilize assistive technology to support learning and communication
- Help to maintain positive learning environment for 1:1 student and peers
- Supporting behavioral needs, and Applied Behavioral Analysis data collection
- Collaborate with the teachers, special educators, physical therapist, occupational therapist, and mental health counselor to support the needs of the student
- Effectively communicate with staff and family members meet the goals of the student