

SAMANTHA BROOKS

PROGRAM MANAGER

CONTACT

 Fairfax, VA 22030

 5408109758

 skbrks13@gmail.com

SKILLS

- Leadership & Program Development
- Strategic Planning
- Design of Dept. Policies
- Policy/Procedure Improvement
- Intensive Employee Training
- Quality/Legal Standards
- Information Confidentiality
- Team Leadership
- Financial/Budgetary Management
- Recruitment and Hiring
- Advertising Techniques & Marketing Strategies

OTHER EXPERIENCE

- NASW Member, current (Member # 886899920)
- CPR Certified, Jan 2023
- Konnect App Board Member (Charlottesville), current
- NASW Trauma Informed Certification, 2022
- Way 2 Go (Harrisonburg) Board Member 2020- 2023
- Certificate of Completion - JMU Paralegal Studies, 2017

Experienced program management professional committed to excellence in performance and product. Fosters creative and innovative program development by way of accountable, invested, ethical leadership. Highly skilled in organization, effective communication, and conflict resolution. Meaning and purpose enriched through years of social work and non-profit work, emphasizing interest in promoting organizational growth and embracing new perspectives. Leadership style focused on equal consideration of all parties, constructive review, encouragement, and tailored feedback to help individuals become team members that are successful in exceeding program goals.

WORK HISTORY

June 2017 - Current

Program Manager - Independent Living

Impact Living Services, Fairfax, VA

- Orchestrate smooth and efficient program development by collaborating cross-functionally across all departments.
- Meet with stakeholders on regular basis to assess program functionality, progress, review shortcomings, and adjust processes based on need and desire.
- Coach team members on productivity strategies, policy updates and performance improvement plan to accomplish challenging goals.
- Monitor internal progress of programs, using and applying programming documents, program directives, funding systems and other self-designed program material.
- Devised tools, documents, templates, and benchmarks to improve team performance and monitor production.
- Solve problems and provide solutions to clients by communicating requirements and expectations to subordinates.
- Designed outcomes tracking system; track and report annual program results to Executive Director and stakeholders to facilitate improvement and innovation.
- Expert in understanding licensing, legality, and requirements of child placing agencies in VA.

December 2014 - July 2017

Family Services Specialist II

Harrisonburg/Rockingham DSS, Harrisonburg, VA

- Administered case management for and built rapport with children to provide counseling and formulate treatment plans to determine long-term placement in foster care.
- Conducted intake interviews and completed agency assessments to understand client needs and discover issues that affect treatment as well as to provide relevant resources.
- Assisted parents with appointment scheduling and transportation arrangements to maintain treatment plans.
- Constructed comprehensive client treatment plans to establish goals and track progress, including documents submitted to court for legal proceedings.
- Planned and participated in off-site and on-site client events and activities.
- Completed home welfare checks to align with state and program guidelines.
- Offered family crisis intervention to manage conflict and identify peaceful resolutions.
- Reported child abuse in accordance with legal standards of mandatory reporters.
- Maintained confidential records and documentation in the VDSS databases and interdepartmental files.
- Attended and participated in weekly and monthly staff meetings and training seminars.
- Collaborated with community program leaders and advocates to make resources accessible to those in need.

EDUCATION

Master of Criminal Justice (MCJ)

Southern New Hampshire University, Manchester, NH

Dean's List & Honor Roll (since enrollment in June 2022)

Set to Graduate May 2024

Bachelor of Science Public Health Education

Health Communication (Minor)

James Madison University, Harrisonburg, VA

December 2012