

Serena Camp

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OBJECTIVE

I am a knowledgeable, motivated professional who is seeking a position that utilizes my skill set to help others. I enjoy working with the public, providing health services to those in need.

EXPERIENCE

Maximus - *Client Services Representative*

March 2020 - Present

- Assisted people with applying for Medicaid through the New York marketplace
- Assisted individuals with scheduling long term care evaluations for their needs
- Ensured I was up to date with NYS healthcare laws and regulations

Chenango Valley Adult Enrichment Center - *Program Coordinator*

December 2019 - March 2020

- Provided consistent age-related activities for individuals with Alzheimer's and Dementia
- Provided activities for senior age individuals
- Reached out to the Alzheimer's Association of Central New York
- Worked with local agencies to spread the word about the program through consistent contact and visits
- Created a healthy and caring environment for individuals with health and mobility issues
- Completed intakes and assessments for each client

U.S. Care Systems - *TBI and NHTD Service Coordinator*

March 2017 - April 2018

- Provided Service Coordination for 20 individuals with applying for needed services
- Provided advocacy for clients that needed assistance with HUD, Medicare/Medicaid, or any other service they received
- Assisted with applications for housing and medications
- Assured the client was safe in their chosen environment

Robynwood - *TBI and NHTD Waiver Services Director*

December 2011 - August 2016

- Provided Service Coordination/Case Management for 20 individuals
- Developed policy and procedure for the Nursing Home Transition and Diversion and Traumatic Brain Injury Medicaid waiver programs at Robynwood
- Supervised staff delivering services to individuals in the community
- Developed training for employees for ongoing skill building
- Completed quarterly and annual reports for the Department of Health regarding Incidents filed concerning individuals receiving services
- Ensured Department of Health guidelines are being followed
- Conducted Quality Assurance chart reviews quarterly
- Oversaw and developed activities for a Structured Day Program for individuals with brain injuries

Arc Otsego - *Vocational Rehabilitation Counselor*

April 2010 - December 2011

- Supported a caseload of 30 individuals with developmental disabilities
- Developed and implemented goals for job skills in a sheltered employment setting
- Trained staff regarding best practices for teaching job skills to individuals
- Attended team meetings for each individual on my caseload
- Conducted assessments for each individual regarding work ability (Becker Work Adjustment Profile)
- Implemented behavior management techniques when needed
- Developed reinforcement plans for individuals with behavioral concerns

Arc of Delaware County - *Life Coach*

December 2007 - April 2010

- Taught skills to a caseload of 12 individuals with developmental disabilities
- Developed lesson plans for teaching individuals
- Developed goals and goal plans for individuals
- Attended team meetings every 6 months for each person
- Tracked behavior and utilized reinforcement plans
- Developed curriculum for social skills
- Completed social skills assessments for 20 or more individuals

EDUCATION

Capella University, Minneapolis, MN - *Master of Science in Human Services, Specialization in Social and Community Services*

September 2009 - June 2013

Oneonta State College, Oneonta, NY - *Bachelor of Science in English*

August 2003 - June 2007

REFERENCES

Available upon request