

CLIENT NAME, LCSW

Address: Torrance, California 12345 **Phone:** 123.456.7890 **Email:** rpwsample@mail.com

CLINICAL DIRECTOR OF OPERATIONS

SUMMARY OF QUALIFICATIONS

Compassionate and client-focused social worker, with broad-based experience in providing quality culturally diverse mental health services and treatment within various psychiatric clinics and private practice settings. Armed with a proven track record in leading and managing clinical teams, training staff, and ensuring compliance with healthcare regulations. Adept at assessing clients' mental health problems, developing and implementing appropriately tailored therapy sessions, and ensuring a high level of care. Equipped with excellent communication and interpersonal aptitudes in coordinating with other healthcare professionals, clients, and families to ensure the quality and continuum of care.

AREAS OF EXPERTISE

<i>Mental Health Conditions</i>	Depression Anxiety Trauma PTSD, Mood Disorders ADHD Relational Issues Grief Life Coaching Self-Esteem Abuse Impulse Control Disorders
<i>Clinical Skills</i>	Psychotherapy and Clinical Counseling Crisis and Trauma Intervention Case Management Discharge Planning Program Development
<i>Psychotherapy Methods and Approaches</i>	Christian Counseling Eye Movement Desensitization and Reprocessing (EMDR) Mindfulness Trauma-focused Cognitive Behavioral Therapy (TF-CBT) Psychodynamic and Bereavement Counseling Individual Counseling Cognitive Behavioral Therapy (CBT) Couples Counseling
<i>Technical Skills</i>	Various EHR Systems Microsoft Office Suite (Word, Excel, and PowerPoint)

EDUCATION

Master of Science in Social Work, with a Concentration in Older Adults (Advanced Standing)

University Name | City, State

Bachelor of Science in Social Work (BSW)

University Name | City, State

LICENSE AND CERTIFICATIONS

Licensed Clinical Social Worker, Valid Until: MM/Year

Name of Issuing Institution

EMDR Therapy Training

Name of Issuing Institution

5150 Designated Person

Name of Issuing Institution

LEADERSHIP EXPERIENCE

COMPANY NAME CITY, STATE

Clinical Director of Operations

12/2023 07/2024

- Expertly oversaw a team of over 20 employees, including intake staff, case managers, drivers, administrative staff, and warehouse workers, while conducting weekly in-service training on policies and procedures to enhance staff knowledge and compliance.
- Held accountability for daily program administration, project management, and facility operations.
- Directed intake, outreach, kitchen operations, drivers, and substance use disorder (SUD) counseling floor staff to support seamless service delivery.
- Ensured compliance with all contractual, environmental, safety, and health requirements across assigned programs.
- Implemented policies and procedures for daily operations in collaboration with QI and EHR teams.

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COMPANY NAME CITY, STATE

Program Director 03/2022 07/2022

- Supervised a team of six employees, including a biller, case managers, a licensed vocational nurse (LVN), a program assistant, and a therapist.
- Assumed responsibility for daily program administration and project management.
- Coordinated the intake process, outreach, and client engagement efforts.
- Took charge of all facility-related matters to maintain a safe, efficient, and compliant environment.
- Guaranteed compliance with all Department of Mental Health (DMH) program and contractual requirements, encompassing environmental, safety, and health regulations across assigned programs.
- Collaborated with staff at all levels, including the executive leadership team, to drive program success.
- Developed program budgets and maintained financial sustainability.
- Administered the recruitment, training, and onboarding of new staff members.

COMPANY NAME CITY, STATE

Program Director-Telehealth Therapist 02/2021 03/2022

- Provided telehealth therapy, counseling, and crisis intervention to diverse client populations.
- Oversaw daily program operations to ensure efficiency, compliance, and high-quality service delivery.
- Led and mentored case management staff, BSW interns, and MFT students, while fostering professional growth and best practices.
- Managed university partnerships for the MFT internship program, including onboarding, documentation, and compliance.

CLINICAL EXPERIENCE

COMPANY NAME CITY, STATE

Licensed Clinical Social Worker, Private Practice 02/2025 Present

- Provide compassionate, faith-based mental health counseling to individuals, couples, and families.
- Partner with Grow, Rula, and SonderMind to expand access to high-quality telehealth and in-person therapy services.

COMPANY NAME CITY, STATE

Therapist 12/2024 Present

- Provided psychosocial and emotional support to patients and their families.

COMPANY NAME CITY, STATE

Hospice Clinical Social Worker and Bereavement Counselor 02/2022 Present

- Perform psychosocial assessments as part of comprehensive patient evaluations.
- Actively engage in IDG meetings and contribute to developing patient care plans.
- Monitor, document, and report changes in patient's emotional and social well-being.
- Deliver psychosocial and emotional support to patients and their families.
- Expertly handle the older adult population, while addressing their unique needs and challenges.

COMPANY NAME CITY, STATE

Medical Social Worker 03/2021 06/2022

- Attended IDG meetings and collaborated on formulating patient care plans.
- Demonstrated keen attention to detail in monitoring, documenting, and reporting changes in patient's emotional and social well-being.

COMPANY NAME CITY, STATE

Clinical Social Worker (Home Health/Outpatient Behavioral Health) 08/2017 01/2020

- Delivered counseling, crisis intervention, and case management resources to support patients' well-being.
- Performed biopsychosocial and initial patient assessments, while creating individualized treatment plans and goals.

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COMPANY NAME CITY, STATE

Clinical Social Worker 07/2018 03/2019

- Performed comprehensive biopsychosocial assessments to evaluate patient needs.
- Assessed the well-being and emotional status of patients and their families.
- Evaluated patients' emotional distress through therapeutic interventions.
- Rendered resources and bereavement counseling to support patients and families.
- Aided patients and families in making informed healthcare decisions aligned with their personal goals of care.

COMPANY NAME CITY, STATE

Clinical Social Worker, Development Center 07/2016 02/2018

Clinical Social Worker, State Hospital 10/2014 07/2016

Psychiatric Social Worker, State Prison 03/2013 09/2014

- Carried out initial client assessments to determine needs and appropriate interventions.
- Conducted group therapy sessions to support the client's well-being and development.
- Participated in client conferences to coordinate care and treatment plans.
- Acted as a liaison between regional centers and families.

COMPANY NAME CITY, STATE

Nephrology Social Worker (Per Diem) 07/2012 12/2016

- Performed initial patient assessments and developed individualized treatment plans and goals.
- Closely worked with colleagues and staff on behavior management and treatment strategies.
- Completed discharge planning to ensure continuity of care and support.

AWARD

Citation Award
Granting Institution