

Erica Anderson

Education

MASTERS OF ARTS | UNIV. OF PHOENIX

- Major: Secondary Education
- Minor: Physical Education

BACHELORS OF ARTS | PHILANDER SMITH COLLEGE

- Major: Education
- Minor: Physical Education/Health
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•Work History

EMPLOYMENT SERVICES PROGRAM MANAGER | THE FARMER'S HOUSE | JAN 2022- NOV 2022

- Adheres to and implements policies and procedures as guided by the Employment Services Handbook, Programs Handbook and Senior Director of Programs.
- Facilitates and designs programming for partnerships and professional connections.
- Facilitates and conduct employee trainings for onboarding and professional development
- Facilitates soft skills trainings for new workers entering the workforce
- Responsible for participation in individual served team meetings and development of individual service plans.
- Responsible for updates of web-based data systems for individuals served.
- Conducts a weekly review of all daily documentation, t-logs, and transportation logs.
- Develops fading schedules based on ES team reports.
- Sends all ES surveys and maintains organized records and business databases.
- Ensures adequate staffing ratios and program coverage by completing bi-weekly schedules.

- Responsible for attending all required training and maintaining the certifications.
- Documents detailed incident reports and other required paperwork based on policies in a timely manner.
- Provides on-site job support to individuals ensuring successful integration at work site and development of natural supports.
- Develops and maintains business relationships and partnerships in the local communities

LEAD YOUTH ADVOCATE| SYNERGY SERVICES | APRIL 2019-CURRENT

- Provides crisis intervention to teens 12-19.
- Successfully completes intake and discharge paperwork for clients in shelter.
- Teaches basic life skills to clients, addressing their individualized needs. Performs methods to improve behavior management, communication skills, cooking, recreation, parenting skills, and budgeting.
- Provides advocacy and assistance with meeting case management/treatment goals.
- Participation in Performance and Quality Improvement activity is required by each employee.
- Directly supervises 1-2 volunteers in the shelter as needed. Carries out supervisory of volunteer responsibilities in accordance with the organization's policies and applicable laws.

LEAD CASE MANAGER | GREATER KC LINC | JUNE 2019-JAN 2022

- Provide support to Welfare to Work clients by assessing strengths and individual issues as it relates to participants goals regarding employment and employment related activities.
- Conduct call in sessions and orientations and present information on workshops, skills training, community work experience internships and job readiness activities by referring participants to community resources and providing follow up as a part of case management service.
- Review employment goals and assists participants in locating work goal opportunities within the community.
- Monitor and review the manner in which employment activities and job search is being conducted as the participants path to skills and work by offering encouragement and suggestions for improving employment related activities.
- Required to accurately report data regarding employment related activities of participants to the state of Missouri.
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PROFESSIONAL SKILLS TEACHER | OPERATION NEW HOPE | JANUARY 2018-CURRENT

- Plan, prepare and deliver lesson plans and instructional materials that facilitate active learning.
- Update all necessary records accurately and completely as required by laws, district policies and school regulations
- Ensure student coursework activity/goals are programmatic, and providing corrective action revisions to case goals
- Provide a variety of learning materials and resources for use in educational activities.
- Assists students in obtaining necessary resources to achieve case management goals
- Demonstrate preparation and skill in working with students from diverse cultural, economic and ability backgrounds.
- Effectively teaches professional skills/work readiness curriculum to students in grade 9-12
- Facilitated classroom trainings on customer service and professionalism
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LEAD CASE MANAGER | ASPIRANET | AUGUST 2013- JULY 2017

- Provided exceptional communication to effectively execute client plans to 14-20 year old teenage girls
- Assisted in the encouragement of achieving educational and parenting goals
- Served as a positive role model
- Conducted assessments, goal setting strategies, progress monitoring, and provided clients with individual community referrals
- Conducted trainings on parenting and educational services to teen parents and families
- Ensured all case notes, documents, and client plans were submitted in a timely manner
- Analyzed program data and planned for program improvements
- Collaborated effectively with the County of San Bernardino to ensure success of program compliance
- Promoted a healthy lifestyle to instill life-long learning for teen parents

MENTAL HEALTH WORKER | SAN PASQUAL ACADEMY | SEPTEMBER 2010 AUGUST 2017

- Functioned as a liaison between the home and its residents and law enforcement, social services, client families and other organizations in the community
- Assisted in the encouragement of achieving educational and treatment goals
- Served as a positive role model

- Conducted assessments, goal setting strategies, progress monitoring, and provided clients with individual community referrals
- Collaborated effectively with the County of San Bernardino to ensure success of program compliance
- Responsible for monitoring the behavior of the clients living in the residential home and school setting, which includes mediating disputes, removing dangerous items out of a client's possession or counseling clients.
- Transported clients to and from various appointments

PHYSICAL EDUCATION TEACHER | SKYLINE ELEMENTARY SCHOOL | AUGUST 2008-JUNE 2012

- Provided maximum physical activity for elementary students in a 45-50 min class period
- Planned multiple lesson plans based on CA Physical Education Curriculum for grades k-6
- Planned practice opportunities that were structured for effective participation and student growth (i.e individual, small groups, non-elimination activities)
- Facilitated and encouraged a positive learning experience that provided students with the opportunity to achieve individual success
- Promoted a healthy lifestyle to instill life-long learning

DIRECTOR OF DEVELOPMENT | PRINCETON UNIVERSITY | AUGUST 2008-JUNE 2010

- Managed daily operations in Middle School Education Institute
- Executive officer to plan academic programs and curriculum
- Chief liaison among parents, students, and professors of Princeton University
- Effectively trained staff in professional and social development
- Administered program evaluations and developed strategic student plans
- Provide coordination, consultation and program development in areas to which college youth leaders were assigned

NONPROFIT MANAGERS INSTITUTE GRADUATE 2022

MICRO MBA GRADUATE- UNIVERSITY OF CALIFORNIA- RIVERSIDE 2021

CERTIFIED DISCOVERING YOUR PERSONAL GENIUS TRAINER

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