

REGINA JACOB

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Summary

Compassionate and skilled social worker accustomed to working with diverse patient populations and needs while acting as an advocate and counselor. Offering excellent clinical knowledge, critical thinking, analytical skills combined with strong documentation, investigation, monitoring and problem-solving abilities. Well-versed in managing crisis situations with grace and efficiency. Speak five languages and excellent communicator.

Skills

Complete psychosocial assessments and provide psychological support to patients
Connect patient with Community resources necessary
Advocate on behalf of patients and caregivers for identification and access to services.
Document appropriate information in the patient's medical record to ensure communication needs and discharge care.
Demonstrate flexibility and teamwork
Effective customer communication
Successfully helped individuals with mental disorders sustain stability and needed resources which reduced hospitalization
Provide supportive therapy and promote restoration of hope that change is possible

Other skills

Communication • Interpersonal skills • Initiative and problem solving abilities
Collaboration • Leadership • Organization • Time management
Project management • Change agent • Advocacy • Computer literacy and knowledge of Microsoft word • Relationship Enhancement Trainer • First Aid mental health Trainer • Speak five languages- Arabic and Swahili limited working proficiency

EXPERIENCE

October 2023 to date

University of Kansas Health Systems
Patient Relation Experience Specialist

Serve as a liaison within the health system to understand and respond to concerns presented by patients, patient's representatives, or health system employees on behalf of the patient.

Responsible for independent and collaborative investigation, and implementation of appropriate actions and solutions in response to patient and family complaints.

Effectively interact with variety of audiences in addressing sensitive patient topics and work collaboratively with key stakeholders to create an appropriate response.

Evaluate appropriateness of care, promote containment of claims and losses and aid in the reduction of liability exposure.

February 2021- October 2022

University of Kansas Health Systems
Behavioral Health- Social work case manager

Completed psychosocial assessments and coordinate patient behavioral health care needs, level of care and linkage to community resources.

Facilitate transfer of patients to psychiatric unit at Strawberry Hill and Out-migrate patients to other area psychiatric hospitals

Collaboration with other providers and departments on patient care

June 2018 to December 2020

Research Psychiatric Center Kansas City, MO
Assessment Clinician

Completed psychosocial assessments. Crisis management and suicide screening and determination of patient level of care

Answered community calls and assessed for necessary intervention, at times referring to psychiatric treatment and or involving police for wellness checks.

Provided listening compassionate ear and linked callers to appropriate resources

Collaborated with patient family and friends and documentation of activities completed on cases

October 2008 to October 2020

Truman Behavioral Health Kansas City, MO
Qualified Mental Health Specialist

Completed psychosocial assessments to determine level of care and continuity with care

Created client treatment plans based on assessments and goals.

Provided counseling for relapse prevention, social issues and mental health problems.

Accurately documented all observations, interventions, and concerns in patient charts and electronic systems, from admission through to discharge.

Referred clients to other programs and community agencies to enhance treatment processes.

Participated in case conferences and staff meetings

February 2016 to March 2018

Jewish Vocational Services (JVS) Kansas City, MO
Case Manager

Completed psychosocial assessments and developed appropriate care plans for individuals and families
Coordinated and collaborated with various providers to facilitate delivery of services.
Reviewed treatment plans against goals and recorded progress of patients.
Linked clients to appropriate community resources
Facilitated psycho educational Group sessions covering various topics

July 2011 to January 2016

Swope Health Services Kansas City, MO
Qualified Mental Health Specialist

Conducted psychosocial assessments to determine continuity with care.
Created client treatment plans based on assessments and goals.
Devised community-based programs focused on combating specific problems.
Helped clients deal with substance abuse, mental illness and other concerns by delivering personalized counseling support.
Educated family members and helped each support clients by improving coping techniques.

March 2004 to August 2010

Truman Behavioral Health Kansas City, MO
Community Support Worker/case manager

Conducted ongoing needs assessments and referred clients to appropriate community resources.
Promoted effective working relationships with service providers, including collateral contacts to support and deliver community-based approach.
Followed and evaluated individualized support care plans to increase personal development.
Coordinated overall interdisciplinary plan of care within person centered approach
Provided vocational and educational support
Managed over 20 caseloads; provided counseling, referrals and made home/fields visits
Provided supportive therapy and services to elderly population in their homes

Education and Training

2011 University Of Missouri Kansas City, MO
Master of Arts Social Work

Relationship Enhancement certification 2016

Financial literacy educator 2023