

# HELEN S. HILL, MA

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## Summary

Process improvement strategist with a keen ability to evaluate program gaps and formulate work solutions. Demonstrated ability to streamline operations and increase departmental/program efficiency and service delivery. Goal Oriented leader with ability to build, coach, and motivate teams to achieve desired outcomes.

## Highlights

Program Evaluation & Strategic Planning, Planning.	Regulatory Compliance
Development and implementation of Policies and Procedures	Facilitation and Training
HR Management (Screening, Hiring, Evaluation and Performance)	Employee Relations
Team Building and Conflict Resolution	Exceptional Interpersonal Skills

## Accomplishments

- Reduced employee turnover by 25% through implementation of new incentive program and bonus structure.
- Improved paperwork processing time by 50% by streamlining submission processes

## Experience

### Housing Services Coordinator

City of Cincinnati

12/2021 - Present

- Research, evaluate and analyze demographic and housing data to assist in identifying /housing options for members.
- Develop strong partnership and collaborate with community organizations a various federal, state, and local government agency such as (HUD) and (CMHA) in identifying and finding affordable housing options for citizens.
- Evaluate and oversee housing initiatives and provide feedback and recommendations as needed.
- Manage, implement, and monitor housing program initiatives in Building & Inspections Department.

### Patient Access Coordinator (PRN)

03/2020 – Present

UC Health – Cincinnati, Ohio

- Utilization of quality auditing and reporting systems to ensure accounts are correct(ed).
- Assign Medical Record Numbers, facilitate pre-registration and review eligibility responses for insurance.
- Provide support to supervisor/manager in the instruction of training inexperienced staff.

### Director

10/2017 – 01/2020

Helen's Haven Child Care, Inc. – Cincinnati, Ohio

- Owner/Operator: Managed day to day operations, maintained compliance with local, state, and federal Child Care Facility Administrative Codes.
- Established budgets and set fees for programs.
- Facilitated all aspects of HR support to include recruitment, screening, hiring of candidates and termination of staff. Coached/mentored team, established and implemented policies/procedures and communicated them to staff and parents.

### Senior Program Manager, Social Services / Program Management & Design

11/2011 – 09/2017

Orange County Government, Head Start – Orlando, Florida

- Utilized data to promote continuous program improvement.
- Identified, evaluated and solved complicated program and personnel problems.
- Advise supervising managers on organizational policy matters and recommended required changes.
- Established direct staff accountabilities, coached, evaluated performance, and coordinated work processes.

- Conducted orientations to foster positive attitude towards county government.
- Established new application protocols that increased interview applicant quality.
- Researched compensation structure that improved employee morale and boosted performance.
- Simplified community assessment, strategic planning, budget, and grant development.
- Review, negotiate and select proposals for various projects to include bids on construction of new facilities, and staff customer training.
- Responded to employee issues and questions in a timely manner.
- Directed personnel, training, parent, staff, and community relations for department.
- Updated department's job descriptions to reflect changing roles and redesigned Employee Orientation Manual to include legal and benefit changes.

**Family Development Specialist**

03/2011-11/2011

Childhood Development Services, Inc. - Head Start - Ocala Florida

- Evaluated program for federal, state, and local administrative compliance.
- Developed, implemented, and coordinated Parent Training program policies and procedures.
- Facilitated program governance training for Stakeholders, Families and Community Representatives.
- Managed operating budget for the Family Development department.

**Employment Specialist**

03/2009-12/2010

Orange County Government – Community Action Agency – Orlando, Florida

- Initiated competitive employment for Orange County residents, and job Retention and Placed Orange County in vocation related jobs.
- Initiated MOU's and community partnerships to enhance services to Orange County, FL, residents.
- Conducted Pre-Employment Training, Interviewing Techniques and Employability Assessment.
- Initiated Community Partnership by developing MOU's and Community Partnership Agreements.

**Contracted: HOPE VI Community & Supportive Services Manager**

04/2005 – 09/2008

Superior Individual Support Service Systems, Inc. (Founded non-profit organization) – Cincinnati, Ohio

- Contracted with Cincinnati Metropolitan Housing Authority to develop, manage and implement self-sufficiency program for residents to include case management, job placement and follow-up program.
- Managed team of 8-10 employees responsible for determining eligibility for families participating in the HOPE VI program.
- Coached, mentored, assigned, and evaluated employees to ensure employee accountability customer satisfaction and department efficiency.
- Communicated program outcomes to, colleagues, community stakeholders and customers of HOPE VI progress.

**Family & Community Partnership Manager**

03/1993 – 03/2005

Cincinnati-Hamilton County Community Action Agency - Head Start – Cincinnati, Ohio

- Screened, assigned, coached, and evaluated performance of direct staff.
- Management and administration of federal grant funds.
- Developed and implemented program policies and procedures.
- Prepared analytical and statistical reports for program progress and outcome,
- Achieved 100% compliance in triennial peer federal audit.

**Education**

**Master of Arts: Organizational Leadership**

10/2015

Ashford University - San Diego, California

**Bachelor of Science: Social Services**

04/2009

Union Institute & University – Cincinnati, Ohio