



VENITA C. DELL

"CHANGING LIVES ONE DAY AT A TIME"

SUMMARY STATEMENT

Social services expert dedicated to changing lives through comprehensive human services that facilitate circles, transform communities, and help people create positive life changes. Adept at inspiring people to go beyond the status quo and create a brighter future. A genuine and compassionate coach, supervisor, and trailblazer who isn't afraid to stand up and lead changes that cultivate stronger communities and social equality.

SKILLS

- 18 years of experience in social & human services
- Career coaching & life coaching
- Empowering disadvantaged people by creating customized case management plans
- State of Ohio Certified Application Counselor
- Developing workforce training curriculum and programs
- Implementing comprehensive stress management theories and crisis intervention strategies
- Overseeing and mentor subordinates
- Leadership & Development

INTERESTS

- Leading powerful positive change through Helping Young Mother's Mentor
- Volunteering for at various women's shelters
- All forms of dance: Jazz, hip-hop, modern, ballet, etc.
- Sigma Gamma Rho Sorority Inc

EXPERIENCE

Feb. 2018 - Present

Lead Workforce & Employment Case Manager
URBAN LEAGUE OF SOUTHWESTERN OH

RESPONSIBILITIES:

1. Manage caseload of 65+ to improve workforce development skills, obtain employment, and move towards self-sufficiency
2. Build trustworthy relationships through customer engagement, motivation, and genuine feedback
3. Develop Individual Opportunity Plan and Goal4IT plans to measure customers goal and outcomes

Feb. 2015- Feb. 2018

Personal Healthcare Manager
HUMANA HEALTHCARE INSURANCE

RESPONSIBILITIES:

1. Conducted telephonic case management to 700 assigned members to assess health, environment, nutrition, and psycho-social areas of concerns
2. Assisted Program Manager in trainings and group meeting
3. Conducted psychosocial assessments
4. Provided appropriate health interventions modules from the Medicare and Center of Medicaid Service (CMS guideline)
5. Developed two on boarding Personal Care Managers training guidelines

July 2013- Jan. 2015

Certified Application Counselor-Care Manager
WINTON HILLS

RESPONSIBILITIES:

1. Developed policy and procedure manual for Certified Application Counselors
2. Developed guidelines for outreach and enrollment
3. Manage outreach enrollment team that enrolled 3,700 qualified Medicaid recipients through the Marketplace
4. Provided wrap around services to all areas of care management by linking consumers to social services agencies, clinical support, housing, financial opportunity and transportation services

EDUCATION

Aug. 2002 - May 2006

SAINT LEO UNIVERSITY
Bachelor of Arts Sociology

LOCAL IMPACT

2007 - Present

Executive Director
HELPING YOUNG MOTHER'S MENTOR

RESPONSIBILITIES:

1. Lead positive changes in young women's lives through my after-hours nonprofit that cultivates change one life at a time