**Mechelle Pierce**

**314.441.0083**

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**Professional Summary**

As a Social Services Director/Department Manager**,** I am committed to use my dynamic and multitasking skill to achieve the utmost goals and growth for the organization. Skilled at building community support, key coalitions and strategic interagency partnerships. Backed by strengths in program, personnel and case management.

**Education**

Lindenwood University, M.A., Professional Counseling

Harris Stowe State University, B.S., Criminal Justice

**Professional Volunteer Experience**

Almost Home 2012-2014

The Wesley House 2010-2011

**Professional Experience**

* Plans the overall policies and goals for the Social Services Department.
* Documented success overcoming challenges of limited resources and financial constraints to design high quality, cost effective and comprehensive service offerings.
* Designed and implemented innovative programs benefitting consumers (ages 21 to 75) and enhancing their social skills and self esteem.
* Facilitated supportive services and counseling for family members to address special concerns.
* Engages clients and establishes trusting, collaborative relationships directed toward the goal of competitive employment in community settings.
* Achieved over 50 % of clients being employed within the first three months of working at the organization.
* Developed proposals that would allow clients to have more choices in the care that they received.
* Resolved escalated issues arising from operations and requiring coordination with other departments.
* Processed claims to service providers. Organized files, prepared documents scheduled appointments for the clients.
* Assists in the development of policies regarding participation in facility planning for health and welfare services.

**Employment Experience**

**Social Worker**

NHC Healthcare Maryland Heights June 2020-Present

**Social Services Director/Department Manager**

St. Sophia’s Rehabilitation Facility April 2019-December 2019

**Workforce Development Specialist**

Doorways May 2015-April 2019

**Client Services Specialist**

Personal Assistance Services November 2015- October 2016

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