

Victoria Gouldthorp

Experienced Supervisor/Manager of Assisted Living

Sun Prairie, WI

-Email me on Indeed: <http://www.indeed.com/r/Victoria-Gouldthorp/8420324b04395d25>

Extensive healthcare career began as CNA, 1 year of nursing school and transitioned to Respiratory Therapy. I have worked in home care, hospitals, assisted living and have managed a DME company. I have a strong work ethic and have come to realize that working with a quality company directly impacts my ability to be successful in my career.

Authorized to work in the US for any employer

Work Experience

Manager/Supervisor

Oakwood Village - Madison, WI

January 2016 to Present

2016 to present

Assisted Living Supervisor

- Responsible for scheduling, oversight of staff, interviews, medication audits, supplies, interaction with other healthcare professionals, performance reviews, corrective action plans, entering of orders and other medical information into electronic charting system.
- Positive interaction with families/caregivers of residents.
- Conduct facility tours as needed.
- Manage staff on all shifts.
- Provide direct care to residents as needed during short staffed situations.
- Working knowledge of regulatory environment.
- Improved attendance and staff stability by eliminating workplace gossip, fighting, sleeping by initiating consequences for unacceptable behaviors in a union workplace.
- Able to develop great staff focused on teamwork
- Implemented audits for quality control.

Manager

Home Again Assisted Living - Rio, WI

February 2015 to August 2015

- Responsible for interviewing, training, scheduling, documentation
- Manage staff of approximately 10 staff caregivers
- Conduct facility tours
- Maintain resident personal finance files
- Able to support staff and owner in difficult situation to maintain good work environment
- RN owner retired; job eliminated on basis of required RN on site; RN hired as manager
- Supervised Assisted Living
- Managed day-to-day operations
- Handled opening and closing of facility
- Responsible for hiring new recruits

- Prepared staff schedules
- Balanced tills

Manager

Fort Medical Equipment - Fort Atkinson, WI
November 2011 to October 2014

- Managed DME department and retail location
- Managed staff of 5 to include interview, hiring, training, and scheduling
- Completed daily, weekly, monthly reports
- Managed inventory, purchasing, deposits
- Initiated time clock based on staff episodes of "disappearing" and late for work patterns
- Job eliminated by vendor change
- Exit interview with VP re discussion of development of good team "That's on you. You have done a remarkable job."

Respiratory Specialist

Home Health United - Johnson Creek, WI
January 2003 to November 2010

- Provided training and education on use of medical equipment to other medical professionals, patients and families/caregivers.
- Strong customer service and front office skills
- Managed inventory controls, daily interaction with referral sources
- Completed home visits and assessments
- Participated in JCAHO and CHAP surveys

Respiratory Therapist

Walgreen's Home CareMadison, WIJune
1995 to January 2003

- Completed home visits and clinical assessments
- Trained and educated patients, caregivers & medical staff on set up and implementation of home medical equipment
- Joint chair of merging committee.

Respiratory Therapist

Columbus Community Hospital - Columbus, WI
January 1992 to February 1997

- Provided in-patient, out-patient therapy services
- ICU, ER, Pediatrics, Med/surg, home care

Early Career

Sears Portrait Studio-Madison, WI 1988-1991

CNA-Janesville, WI 1979-1988

Education

Associate degree

Madison College

Skills

- ICU Experience
- Office Administration
- Medication Administration
- Home Care
- Critical Care Experience
- Senior Care
- Vital Signs
- Management
- Patient Care
- Hospital Experience
- Supervising Experience
- Order Entry
- Customer service
- Medical terminology

Certifications and Licenses

CRT/RCP

January 1991 to October 2021

Assessments

Management & Leadership Skills: Impact & Influence — Highly Proficient

May 2019

Measures a candidate's ability to adapt their leadership style to accomplish goals using rational or emotional appeal.

Full results: [Highly Proficient](#)

Sales: Influence & Negotiation — Expert

March 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Expert](#)

Verbal Communication — Highly Proficient

March 2020

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Supervisory Skills: Motivating & Assessing Employees — Highly Proficient

March 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.
Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Groups

Board of Elders-CFMC

January 2017 to Present

Ticket chair for SPCT

June 2018 to Present

Additional Information

CPR certified