

DIANNE V.

Address 1
City, State
000-000-0000, Phone

PROFILE

Dedicated professional with over 8 years **management experience** within **Human Services / Social Services**. Demonstrated leadership ability throughout career. Recognized as a resource and role model. *Recognized abilities in the areas of:*

- Volunteer and Program Management
- Multi-Site Management
- Special Events Coordination
- Public Speaking
- Volunteer Recruiting and Training
- Community Education
- Customer Service / Relations
- Public Relations
- Training Documentation
- Fund Raising
- Interpersonal Communications
- Program Improvements

RELATED EXPERIENCE

Volunteer Coordinator; Company Name – Minneapolis, MN; 1998 – 2000

- ❑ Oversaw volunteer services of 5 Fairview regions in Minnesota: Fairview Northland (*Princeton*), Southdale (*Edina*), Riverside (*Minneapolis*), Ridges (*Burnsville*), and Home Care (*Minneapolis*).
- ❑ Managed all aspects of a volunteer group serving 700 patients annually including recruitment, training, scheduling, supervising, evaluation, recognition, and staff involvement.
- ❑ Trained staff to work effectively with all volunteers.
- ❑ Communicated daily with physicians, nurses, social workers, chaplains, home health aids, community leaders, patients, families, and volunteers.
- ❑ Provided community education to recruit additional volunteers.
- ❑ Coordinated and organized system-wide volunteer appreciation events,
- ❑ Created, wrote, and distributed volunteer newsletter.
- ❑ Created volunteer hotline to provide the volunteer with the opportunity to make a decision on which patient they wished to work with. Matched all volunteers to the patient.
- ❑ Created and implemented new training materials, including a manual.
- ❑ Initiated volunteers to participate in the *Bereavement Program* and *Youth Volunteer Program*.
- ❑ Took over new responsibility of managing the *Senior Companion Program* which matched senior volunteers with other seniors in the community. This program provided over 7,000 volunteer hours of service to the community each year.
- ❑ Provided leadership in the implementation of a new *Palliative Care Program* which provided volunteer training, support, and volunteer program maintenance.
- ❑ Member of the Management Team.

Director of Volunteerism; Community Action Council – Apple Valley, MN; 1992 – 1998

(Non-profit social service agency).

- ❑ Recruited, trained, supervised, recognized, and retained a volunteer force of over 600 community members.
- ❑ Promoted with added responsibility of Director of Transportation from 1997 – 1998. Ran the *Volunteer Transportation Program*. Matched drivers with patients. Performed screening, background checks, training, and monthly county reports.
- ❑ Managed the *Volunteer Income Tax Program* with retired and volunteer CPA's to provide free tax preparation for seniors and low-income individuals.
- ❑ Managed all aspects of food shelf/pantry including donations (*receiving, soliciting*), stocking, filling orders, supervising and training volunteers, and working with sentence-to-serve volunteers.

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- ❑ Provided extensive community education.
 - ❑ Performed public speaking and fundraising.
 - ❑ Coordinated various special events including a volunteer banquet with over 300 participants annually. Co-coordinated holiday programs *Armful of Love* and *Toys for Tots* serving over 1,000 families annually.
 - ❑ Trained and supervised college interns.

Coordinator of Volunteers and Interns; B. Robert Lewis House

Eagan, Inver Grove Heights, MN 1994 – 1996

(Battered women shelters).

- ❑ Recruited, trained, supervised, and maintained volunteer force of over 200 community members.
- ❑ Created youth volunteer program: *“Peacebuilders”* serving the Dakota County Community.
- ❑ Educated the community on issues of Domestic Abuse and Child Abuse.
- ❑ Internship Supervisor, Staff Trainer, Diversity Trainer, and Public Speaker.

Help Line Advocate; 1992 – 1994

- ❑ Began as an Intern. Provided information and referral services for Dakota County residents.

CURRENT EXPERIENCE

Secretary, Sister Kenny Sports and Physical Therapy – Cottage Grove, MN; 2000 – present

(Division of United Hospital)

- ❑ Hired in 2000 as a Receptionist. Quickly gained additional job responsibilities to include billing, patient registration, and preparing Medicare documentation utilizing the STAR system.
- ❑ Schedule new and repeat patients, process medical records, answer phones, make appointments, order office supplies, and prepare monthly reports.
- ❑ Create, pull and file patient charts. Gather detailed intake information from the patients.
- ❑ Communicate with insurance companies, patients, staff, registration department, physical therapists, and physicians, on a daily basis.
- ❑ Created all forms and documentation tools currently being utilized.
- ❑ Successfully worked through an increase of workload since 2000 from 150 to 400 patients, and from 1 physical therapist to 4 physical therapists.

EDUCATION

Pursuing B.S. in Human Services, Metropolitan State University – St. Paul, MN

A.A.S. Human Services, Inver Hills Community College – Inver Grove Heights, MN

- ❑ Phi Theta Kappa Honor Society.
- ❑ Phi Theta Kappa Executive Board.

Completed Certificate, *“Training Your Staff to Supervise Volunteers”*.

VOLUNTEER

Inver Hills Human Services, Advisory Committee, 1995 – 1998

DARTS Volunteer, Advisory Committee, 1997 – 1998

United Way Speaker and Trainer, 1994 – 1998

Fun and Fellowship, T.L.O. Lutheran Church, 1995 – 2000

Minnesota Association of Volunteer Directors, 1998, Certificate of Membership