

Brooks L. Williams

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Profile

Motivated, personable business professional with multiple service-based trainings centered on **special needs individuals and human service relations** and a successful multiple-year track record of case management. **Flexible and versatile** – able to maintain a sense of humor under pressure. Poised and competent with demonstrated ability to easily transcend cultural differences. Thrive in deadline-driven environments. Excellent team-building skills.

Efficient in providing services to clinically diagnosed Mental Health, Development Disabled, and Substance Abuse individuals. Diplomatic and tactful with professionals and non-professionals at all levels. Accustomed to handling sensitive, confidential records. Demonstrated history of producing accurate, timely reports in and out of the agency.

Skills Summary

- ◆ Project Management
- ◆ Report Preparation
- ◆ Written Correspondence
- ◆ Computer Savvy
- ◆ Customer Service
- ◆ Scheduling
- ◆ General Office Skills
- ◆ Program Development
- ◆ Counseling
- ◆ Professional Presentations

Professional Experience

DELANCEY STREET FOUNDATION

SAN FRANCISCO, CA

Accounting Clerk

August 2015 – Current

- ◆ Responsible for providing accounting support to accounting supervisors and other managers within the department.
- ◆ Keys daily worksheets to the general ledger system, ensures files are complete and maintained as needed, handles accounts payable duties, and assists accounting personnel.
- ◆ Input type vouchers, invoices, checks, account statements, reports, and other records.
- ◆ Utilize computer systems to run databases, pay bills and order supplies.

FOREVER CARING HANDS

BURLESON, TX

Live In Home Manager

June 2013 – July 2015

- ◆ Provided daily instructions and training to Residents to include activities of daily living, interpersonal relationships, productive use of leisure time and personal hygiene.
- ◆ Provided effective communication to staff and resident's families and friends to promote consistency, moral, home-like atmosphere and practical programming.
- ◆ Represented Residents when dealing with medical consultants, families and friends as needed.
- ◆ Promoted a positive atmosphere by assisting with facility upkeep as needed, encourages activities, conversations amongst Residents and expresses respect for the facility.
- ◆ Developed and maintains an effective organization through the selection, training, compensation, motivation, termination and review of all personnel.

JONES NETWORKING

ALEXANDRIA, VA

Case Manager

December 2011 – October 2012

- ◆ Procured calls from healthcare professionals, patients and sales representatives.
- ◆ Presented appropriate options for the provider/patient to choose in accordance with the program business rules, protocols, and algorithms.
- ◆ Coordinated appointments with follow-on treatment providers at the request of the provider/patient.
- ◆ Provided appointment reminder and benefit verification materials to the referring provider, follow on provider, and patient to facilitate follow-on appointments.
- ◆ Provided reminder calls, letters, and/or faxes to patients and outpatient facilities as outlined in the program specific business rules.
- ◆ Completed welcome calls as outlined in the program specific business rules. Located local community-based support groups such as AA meetings, times, locations, and directions, and provide upon request to patients/providers.



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TRUE BEHAVIORAL HEALTHCARE

Case Manager

- ◆ Provided knowledge and use of the clinical process to assist clients to achieve positive outcomes by attending Substance Abuse and Detoxification Centers.
- ◆ Referred patients, clients, and families to community resources available for treatment for addiction or an adequate housing for individuals with a Substance Abuse Diagnosis.
- ◆ Delivered CST services that included: service coordination activities within the established Person-Centered Plan, referral linkage, skill building, supportive counseling, and input into Person-Centered Plan Modifications.

GASTONIA, NC

April 2010 – August 2010

FOOTPRINTS CAROLINA

Case Manager

- ◆ Developed positive interventions to ensure that skill building activities were delivered accurately, including; substance abuse education, daily and community living skills, socialization skills, symptom management skills, wellness, and behavior/anger management techniques for individuals with a Mental Health, Developmental Disabled, and/or Substance Abuse Diagnosis.
- ◆ Counseled and helped family members to aid substance abusers in dealing with, supporting, and understanding the client and their addiction.

SHELBY, NC

October 2008 – April 2010

CORNERSTONE CHRISTIAN CENTER

Associate Professor

- ◆ Assisted with therapeutic interventions to rehabilitate with functional, adaptation, socialization, relational, and coping skills; daily and community skills, and direct preventive and therapeutic interventions that will assist with skill building for substance abuse issues.
- ◆ Planned and conducted programs to combat social difficulties, prevent substance abuse, or improve counseling and health. Provided psycho education and training of family, caregivers, and others who have a legitimate role in addressing the needs of the Person Centered Plan so that goals were met in a timely manner.
- ◆ Provided and taught relapse prevention and disease management strategies to individuals with a Substance Abuse Diagnosis.
- ◆ Provided ongoing symptom monitoring and management to ensure a minimum relapse of the addiction.

GASTONIA, NC

April 2008 – October 2008

MECKLENBURG COUNTY TAX OFFICE

CHARLOTTE, NC

October 2006 – April 2008

Personal Property Appraiser

- ◆ Discovered and corrected any discrepancies in assessments through internal audits. Listed, appraised, and assessed all types of personal property in county.
- ◆ Communicated with county residents about concerns of personal property and tax bills. Managed, and maintained information for county residents.
- ◆ Created spreadsheets, composed correspondence and managed databases. Discussed assessments with business owners, account executives and individual tax payers.

CATHOLIC SOCIAL SERVICES

WINSTON-SALEM, NC

August 2002 – July 2005

Case Manager (Part-time)

- ◆ Interviewed clients and accessed needs for emergency assistance. Wrote and balanced department checkbook.
- ◆ Entered client Information into database.
- ◆ Prepared and sent monthly reports to appropriate agencies.
- ◆ Obtained monthly food supplies for food pantry. Collaborated with other Emergency Assistance Agencies.

Volunteer/Leadership Experience

Winston-Salem State University Alumni Association – Charlotte, NC

Education

WINSTON-SALEM STATE UNIVERSITY – WINSTON-SALEM, NC

Bachelor of Arts, Sociology 2003

