

Heather Jacobs, LCSW
2030 Cypress Ave #2 San Diego, CA 92104
Phone 201-207-2530 Email Jacobs.Heather5@gmail.com

EDUCATION

Masters of Social Work, Hunter College School of Social Work, New York, NY, May 2011

Bachelor of Arts, Psychology, Rowan University, Dean's List, Glassboro, NJ, May 2007

PROFESSIONAL EXPERIENCE

Vital Decisions, Edison, NJ/San Diego, CA

Specialist: 2016-present

- Gather relevant information regarding the client's medical and family situation and their communication and decision making processes related to their health care
- Provide information, tools, and support to assist client and/or family member in developing a plan to become a more active participant in decision making related to their health care
- Utilize a Motivational Interviewing approach
- Manage a caseload and complete documentation in a timely manner
- Participate in supervision, trainings and peer support to work towards clinical growth
- Chair of the Wellness Committee to promote health and wellness throughout the San Diego office

Youth Consultation Service- Holley Center, Hackensack, NJ

Clinician: 2014-2016

- Conducted individual, family, and group therapy for children in a residential level of care
- Conducted suicide and safety assessments as well as crisis intervention as needed
- Collaborated with external supports including DCP&P workers and supervisors, teachers, extended family, and psychiatrists
- Generated treatment goals and needs assessments on a monthly basis
- Conducted discharge planning for children to be reunited with their family or placed in a lower level of care

Family Intervention Services- Kid Connection, East Orange, NJ

Clinician: 2011-2014

- Conducted in-home therapy with families and foster families referred by the Division of Child Protection & Permanency (DCP&P) throughout several counties
- Utilized a strength-based and family systems approach
- Assessed safety concerns, generated safety plans, and utilized crisis intervention as needed
- Collaborated with external supports including DCP&P employees, teachers, extended family, and psychiatrists
- Generated needs assessments, BioPsychoSocials, genograms, and goals in collaboration with the family
- Connected families with community supports such as family success centers, tutors, summer camps, and mentors
- Conducted Trauma Focused-Cognitive Behavioral Therapy, play therapy, art therapy, and talk therapy
- Participated in the agency wide Quality Counsel to enhance quality by utilizing assessments tools and surveys
- Co-created "Children's Welcome Packet", introducing children to the agency and assessing needs

Excellence Boys Charter School, Brooklyn, NY

Intern: 2010-2011

- Conducted individual weekly counseling sessions with children ages 5 to 12 with a focus on Cognitive Behavioral Therapy and play therapy
- Facilitated and Co-Facilitated counseling groups with children ages 5 to 12
- Developed treatment objectives and goals in collaboration with clients as well as their families and teachers
- Generated BioPsychoSocials based on collaboration with clients, their families, and teachers
- Advocated for children and their families with outside agencies
- Conducted collaborative meetings with children's parents and teachers to develop a plan for change
- Conducted crisis intervention as needed

Lenox Hill Neighborhood House-Project SCOPE, New York, NY

Intern: 2009 –2010

- Case management for homebound elderly
- Conducted in-home needs assessments to ensure safety and assess eligibility for benefits and entitlements
- Referred to and assisted with benefits and entitlements for which a client was eligible
- Advocated for clients to remain in their home by ensuring safety, if at capacity to do so
- Collaborated with the client's family and friends in order to ensure care and consistency
- Generated BioPsychoSocials based on in-home needs assessments and meetings with clients and their families

Vantage Health System, Englewood, NJ

Residential Coordinator: 2007 – 2008

- Managed a residence for adults diagnosed with schizophrenia
- Provided a safe and nurturing environment for quality of life
- Provided supervision and direction on progress notes, scheduling, and delegation of tasks to 5 employees
- Involved in weekly house and staff meetings regarding clinical and administrative matters
- Met collaboratively with clients and their psychiatrist to monitor medication and provide feedback
- Administered psychotropic and medical medication
- Assisted clients in building skills for everyday living through education, organization, and redirecting
- Provided crisis intervention as needed
- Provided fiscal management of participant finances

COMMUNITY INVOLVEMENT

- Volunteer/Mentor, **Shelter Our Sisters**, Shelter for Abused Woman and Children, Hackensack, NJ, 2009-1017
- Substitute Teacher, **Temple Sinai Early Childhood Center**, Tenafly, NJ, 2004-2009
- Lifeguard, **Preferred Pool Management**, Teaneck, NJ, 2001-2010
- Volunteer, **Van Ost Institute**, Outpatient Drug Rehabilitation Facility, Englewood, NJ, 2006
- Volunteer, **Holy Name Hospital**, Day Away Program for Senior Citizens and Infant Day Care, Teaneck, NJ, 1998-2000

SKILLS

- Computer literate in PASW/SPSS, Certified in CPR and First Aid, trained in Crisis Intervention, Trauma Focused-Cognitive Behavioral Therapy, and Motivational Interviewing

Name Heather Jacobs

Servers Test

Score / 35

Multiple Choice

A

1) Food is served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

D

2) Drinks are served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

A

3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

A

4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above

D

6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dinning room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

D Scullery

A. Metal buffet device used to keep food warm by heating it over warmed water

B Queen Mary

B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)

A Chaffing Dish

C. Used to hold a large tray on the dining floor

E French Passing

D. Area for dirty dishware and glasses

G Russian Service

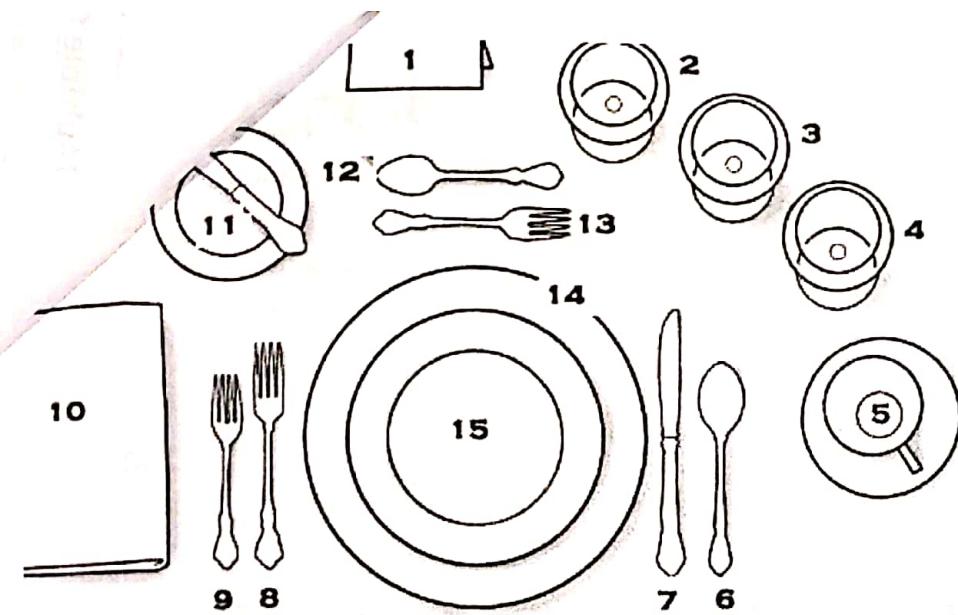
E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored

F Corkscrew

F. Used to open bottles of wine

C Tray Jack

G. Style of dining in which the courses come out one at a time



Score / 35

Match the Number to the Correct Vocabulary

<u>8</u>	Dinner Fork
<u>5</u>	Tea or Coffee Cup and Saucer
<u>7</u>	Dinner Knife
<u>2</u>	Wine Glass (Red)
<u>9</u>	Salad Fork
<u>14</u>	Service Plate
<u>3</u>	Wine Glass (White)

<u>10</u>	Napkin
<u>11</u>	Bread Plate and Knife
<u>1</u>	Name Place Card
<u>12</u>	Teaspoon
<u>13</u>	Dessert Fork
<u>6</u>	Soup Spoon
<u>15</u>	Salad Plate
<u>4</u>	Water Glass

Fill in the Blank

1. The utensils are placed 2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? Cream + Sugar.
3. Synchronized service is when: it's done all together.
4. What is generally indicated on the name placard other than the name? table #.
5. The Protein on a plate is typically served at what hour on the clock? 9.
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately? inquire needs more specifically + see what's available.

Bartenders Test

Score / 35

Multiple Choice (6 points)

- b 1) Carbonation _____ the rate of intoxication.
 - a) Slows down
 - b) Speeds up
 - c) Does nothing to
- b 2) What are the six most commonly used spirits?
 - a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice
 - b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila
 - c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel
 - d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- b 3) You can accept an expired ID as long as all other information is correct.
 - a) True
 - b) False
- b 4) If someone has had too much to drink, serving them coffee will help sober them up.
 - a) True
 - b) False
- d 5) What are the acceptable forms of ID for Alcohol Consumption?
 - a) State or Government Issued ID Card or Drivers License
 - b) Passport or Passport ID Card (as long as it lists the person's date of birth)
 - c) School ID or Birth Certificate
 - d) A & B
 - e) A, B & C
- a 6) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.
 - a) True
 - b) False

Vocabulary (9 points)

Match the word to its definition

c "Straight Up"

g.) Used to crush fruits and herbs for craft cocktail making

f Shaker Tin

b.) Used with the Shaker Tin to prevent solid material from entering a cocktail glass when poured

i "Neat"

c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice

a Muddler

d.) To pour $\frac{1}{2}$ oz of a liquor on top

b Strainer

e.) Used to measure the alcohol and mixer for a drink

e Jigger

f.) Used to mix cocktails along with a pint glass and ice

g Bar Mat

g.) Used on the bar top to gather spills

d "Float"

h.) Requesting a separate glass of another drink

h "Back"

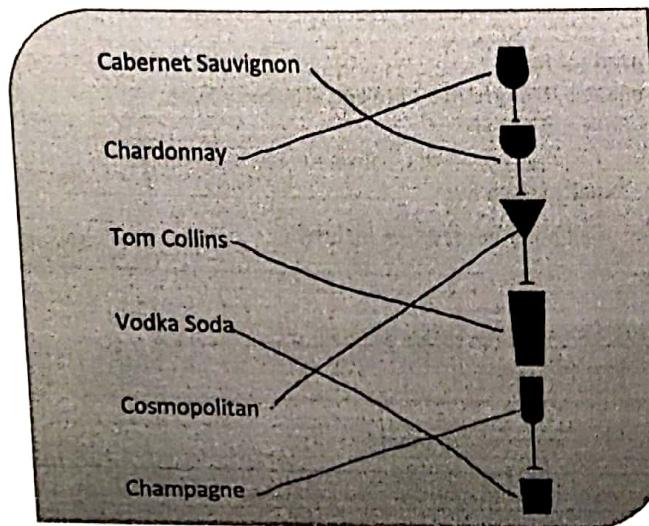
j.) Means to serve spirit room temperature in a rocks glass with no ice

Bartenders Test

Score / 3

Glassware (6 points)

Match the correct glass to the drink



Answer and Question (14 points)

Provide examples of 3 brand name "top shelf" spirits (3 points): grey goose,

What are the ingredients in a Manhattan? Whiskey

What are the ingredients in a Cosmopolitan? vodka

What are the ingredients in a Long Island Iced Tea? _____

What makes a margarita a "Cadillac"? extra shot

What is simple syrup? _____

Is it legal to pour liquor from one bottle into another? What is this called? (2 points)

What should you do if you break a glass in the ice? clean the ice bucket / get new ice container

When is it OK to have an alcoholic beverage while working? never

What does it mean when a customer orders their cocktail "dirty"? With olive juice

What are the ingredients in a Margarita? tequila, margarita mix, ice