J E S S I C A A. B A L L E N B E R G E R

5080 Rose Hill Blvd. Holly, MI 48442

Phone: (248) 634-1044 Email: jballenb@umich.edu

OBJECTIVE

A social work position in the field of gerontology that will me allow to utilize and continue to develop management, program development, and presentation skills

FIELD EXPERIENCE

PRESYBETERIAN VILLAGE – REDFORD Redford, MI

Graduate Student Internship, May – December 2002

Continuum of care facility with Independent Living, Assisted Living and Skilled Nursing for seniors

- Completed a detailed competitor analysis to determine if facility was competitive in pricing and amenities
- Updated resident handbooks, staff training manuals and other publications
- Created professional development sessions for various staff groups
- Analyzed human resources to determine more effective ways to manage staffing
- Participated in management meetings, board meetings, and multi-discipline meetings as a contributing team member
- Supported organization in completing the Continuing Care Accreditation Commission (CCAC) process
- Worked with marketing department on marketing plans, budgeting and sales

NEIGHBORHOOD SENIOR SERVICES Ypsilanti, MI

Graduate Student Internship, January – April 2002

Agency dedicated to helping seniors live safely and independently in their homes

- Performed in-home and telephone client assessments
- Worked intensively with elders to utilize their strengths to maximize their independence
- Maintained case notes and client records
- Conducted and presented results of an agency self-study to the board of directors
- Completed a detailed analysis of the budgeting and fiscal management of the agency and presented results to staff

EDUCATION

UNIVERSITY OF MICHIGAN Ann Arbor, MI

Master of Social Work Candidate, December 2002

- Adults and Elderly Concentration
- Management Major
- Hartford Geriatric Fellow

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CENRAL MICHIGAN UNIVERSITY Mt. Pleasant, MI
Bachelors of Applied Arts, May 2001

- Family Studies Major, Public Health Minor
- Graduated Summa Cum Laude

WORK EXPERIENCE

UNIVERSITY OF MICHIGAN Ann Arbor, MI
Assistant Hall Director, August 2001 – Present

- Live in staff member responsible for supervising eleven student staff and working with a staff of forty
- On call crisis management for a building of 1300 residents
- Advised a hall council with a budget of over $20,000
- Interfaced with many different departments to meet needs of students
- Designed and co-authored new training manual for student staff
- Worked to develop professional development and selection process for the Assistant Hall Director position

CENTERAL MICHIGAN UNIVERSITY Mt. Pleasant, MI
Orientation Graduate Assistant, November 2000 – July 2001

- Top student manager for a program servicing over 3,000 new students
- Created new customer service and student feedback initiatives
- Coordinated recruitment, hiring, and training of 35 staff persons

ROSE HILL CENTER Holly, MI
Support Staff, May 1998 – August 1999

- Supported residents in daily living activities
- Coordinated activities for residents to participation

RELEVANT EXPERIENCES

NEIGHBORHOOD SENIOR SERVICES Ypsilanti, MI
Volunteer, May 2002 – present

REFERENCES

Provided upon request