

Mrs. Shawn Lorraine Futch

SUMMARY OF QUALIFICATIONS

- Excellent leadership skills and abilities, able to create a team environment
- Work well in stressful situations, maintaining a professional attitude
- Perceptive of individual needs and abilities
- Extremely organized, dependable and reliable
- Proven record of successfully working with diverse groups and populations
- Proficient at creating programs, memos, and letters using Microsoft Word, Excel, Publisher and PowerPoint
- Trained in Cap 60 database

RELEVANT SKILLS AND EXPERIENCE

Case Management

- Competent in screening and assessing clients for appropriate services and eligibility
- Assist clients in creating determining goals
- Refer clients and their family to other agencies and services
- Capable of working with highly confidential files, reports, document
- Document detailed information and case notes in 20-35 clients' files daily
- Able to maintain and submit program monthly reports on time

Management

- Supervise 5-15 employees ensuring projects completed on time
- Screen prospective employees for employment
- Interview candidates for employment and assess their abilities
- Trained employees in proper work procedures
- Participate in staff development to ensure successful employment
- Provide feedback to management regarding employee's work performance
- Assist program participants with resume and cover letter writing
- Facilitate self-help workshops for personal and professional growth
- Supervise 10-15 volunteers through Work Experience Program workers

Customer Service

- Respond to customer inquiries providing information and recourses available
- Establish relationships customers as the company's liaison/representative
- Responsible for problem solving, diplomacy, resolving problems per agency's policies and procedures
- Provide customer support for internal/external customers creating customer satisfaction
- Organize, and coordinated workshops/presentations for various groups and topics
- Knowledgeable in funding research and grant writing for real estate and business start-up and not-for-profit agencies

270 s. Fitzhugh St.
Rochester, New York 14608
shawnlorraine@gmail.com
Contact Number (585) 729-6406

Mrs. Shawn Lorraine Futch

EDUCATION AND TRAINING

Community Action

Certified Community Action Professional CCAP

Keuka College

B.S. Organizational Management

University of Connecticut

N.Y.S Family Development Credentials Certified Instructor

Action for a Better Community

Leadership Academy

United Way

African American Leadership Development Program

Cultural Diversity

Cultural Competence Training

Monroe Community College

A.A.S. Human Services

Rochester City Hall (Internship)

Green Initiative

Action for a Better Community

Business Development Program

Cornell University

N.Y.S Family Development Credentials

Rochester, NY

June 2019

Rochester, NY

Sept. 2014

New Orleans, LA

December 2014

Rochester, NY

June 2011

Rochester, NY

November 2011

Rochester, NY

May 2010

Rochester, NY

May 2009

Rochester, NY

May 2009

Rochester, NY

April 2003

Rochester, NY

Jan 2000

EMPLOYMENT

Action for a Better Community

Focus on Self Sufficiency Department Director

Action for a Better Community

Focus on Self Sufficiency Program Coordinator

National Grants Conferences

Assistant to Department Manager (Real-estate division)

Abundant Life Faith Ministry

Church Administrator

Cornell Cooperative Extension

Community Liaison Nutrition and Food Safety

Rochester City School District

Special Education Para-professional

Rochester, NY

2015 - Present

Rochester, NY

2009 - 2015

Rochester NY

2003 - 2008

Rochester, NY

2001 - 2006

Rochester, NY

1999 - 2001

Rochester, NY

1983 - 1999

SPECIAL HONORS

Monroe Community College Dean's List

Spring 2009

National Grants Conferences

Employee of the Year 2004

Action for a Better Community

Whole New World Award

2015 recipient

VOLUNTEER AND COMMITTEES

RMAPI Social Service Workgroup

Jan 2019-current

Bethel Christian Fellowship - AVIV Bookstore Manager

September 2010 -2014

MCDHS Temporary Assistance and Medicaid Committee

Nov 2009 -

Dress for Success Board

January 2015 - 2016