

ELIZABETH JOHNSON

Mountlake Terrace, WA 98043

PROFESSIONAL SUMMARY

Healthcare professional with deep experience managing personal service workers. Highly skilled in devising work schedules following work requirements to support quality and timely delivery of service. Over 10 years of training workers in proper operational procedures and function and explaining company policies for optimal performance. Excellent aptitude for staff collaboration to develop programs of events and schedules of activities. Ideally suited to apply customer feedback to improve service efforts and maintain quality assurance

EDUCATION

Bachelor of Science: Nursing , Jun 2024
Seattle University , Seattle , WA

Associate of Science: Nursing, Jun 2021
Lake Washington Institute of Technology, Kirkland, WA
key skills and characteristics

Bachelor of Arts: Business, Jun 2019
Edmonds Community College, Lynnwood, WA

- Dean's List winter 2019

SKILLS

- critical thinking
- leadership
- cultural awareness
- Teamwork and Team building.
- Handling pressure
- problem-solving
- Adaptability .
- Client advocacy

EXPERIENCE

Attendant Counselor Manager, Jun 2019 - Current
DSHS, Lynnwood, WA

- Ensuring staff are providing services within WAC's and company policies, plus implementing latest policy changes
- Coordinating recruitment services and orienting new employees and caregivers to company expectations, policies, and client care plans
- Training staff to assure action plans are developed and

implemented for employees needing to improve their performance

- Coordination of staffing needs and scheduling employee work shifts while considering employee availability, labor budgets, and client expectancy/forecasts
- Writing care plans, supporting clients with applications for benefits including transportation, housing, food stamps, etc.

Staffing Manager, Feb 2018 - May 2019

Staffing, Seattle, WA

- Managed/staffed over 170 active caregiver who worked up to 2,000 hours weekly
- Supervised recruiters to meet weekly recruiting goal; Hired and oriented 10 to 12 caregivers weekly
- Exceeded goals through effective task prioritization and great work ethic
- Identified issues, analyzed information, and provided solutions to problems
- Oversaw daily operations to ensure high levels of productivity

Program Manager, Jul 2009 - Nov 2016

Creative Living Services

- Supervised direct care staff at multiple sites throughout Puget Sound with responsibility for day-to-day program for adults with disabilities
- Monitored Workflow of nursing care support professionals to ensure care plans, activities of daily living, service level commitments, resident safety, and referral services were carefully executed
- Managed costs by overseeing caregiver overtime and established monthly goals while providing vision and direction
- Functioned as primary point-of-contract to manage both caregiver and client needs while ensuring mutual match for service was made

Direct Support Professional, Jun 2005 - Nov 2016

Smith wright services, Lynnwood

- Assisted patients with handling daily chores and errands by transporting to appointments, cleaning personal spaces, and purchasing supplies
- Monitored behavior and emotional responses of clients

and supported in conflict resolution

- Developed rapport to create safe and trusting environment for care
- Administered medication as directed by physicians
- Cooked tasty, nourishing meals for patients to promote better nutrition.

Caregiver, Jun 2010 - Jul 2011

Home Health Aid, Rose Hedge/Multifaith, Seattle, WA

- Assisted patients with handling daily chores and errands by transporting to appointments, cleaning personal spaces, and purchasing supplies
- Monitored behavior and emotional responses of clients and supported in conflict resolution
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- Administered medication as directed by physicians
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INTERESTS

Reading, Hiking, traveling.

LANGUAGES

Swahili, Fluent

ADDITIONAL INFORMATION

Team of the Quarter 2016- Creative Living services

Quality way 2014- Creative Living Services

Peer award & Employee of the quarter& year -2012

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