

Alexandria Hudson Giles

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Experienced leader with proven ability to succeed at a high level in non-profit organizations with 6+ years experience in social service and mental health focusing on the aging and disabled population.

SKILLS

- Case Management
- Program Development and Evaluation
- Client Intake and Assessment
- Community Outreach and Referral
- Crisis Intervention
- Leadership, Training, and Supervision

PROFESSIONAL EXPERIENCE

Calvin Court, Atlanta, GA

Service Coordinator

- Arrange social services for approximately 250 residents in a senior living community
- Develop and Maintained community outreach initiatives and relationships with key community partners
- Attain resources and benefits including SNAP, Medicare, Medicaid, CCSP and SOURCE (wavier programs) and other low-income subsidy programs for residents.
- Remain in compliant with HUD fair housing and Service Coordination grant policies and procedures
- Evaluate and report program success via AASC database to determine population served and services rendered.

Wesley Woods Senior Living Inc., Atlanta, GA

Service Coordinator

- Arranged social services for approximately 160 residents in a senior living community
- Developed and Maintained community outreach initiatives and relationships with key community partners
- Attained resources and benefits including SNAP, Medicare, Medicaid (wavier programs) and other low-income subsidy programs for residents.
- Remained in compliant with HUD fair housing and Service Coordination grant policies and procedures
- Evaluated and report program success via AASC database to determine population served and services rendered.

Mental Illness Recovery Center Inc., Columbia, SC

Benefits and Entitlement Specialist

- Assisted more than 50 dually diagnosed clients get approved for SSI and SSDI using the SOAR method
- Created monthly reports to reflect application denial, pending and approval rates
- Implemented a program to increase benefit and entitlement awareness in the local homeless community.
- Played major role in increasing the financial stability of clients through benefit entitlement.

Mental Illness Recovery Center Inc., Columbia, SC

Representative Payee

- Responsible for managing over 120 monetary accounts for clients receiving SSI and SSDI on a daily basis.
- Advised clients on funds available and reviewed budgets monthly with case managers based on their unique financial situation and goals.
- Gained increased responsibility to review client needs and manage accounts as well as audit and adjust accounts as needed.
- Promoted to Benefits and Entitlement Specialist in the first year with the company.

Wesley Woods Senior Living Inc., Atlanta, GA

Activities Assistant

- Organized and executed recreational and educational activities for approximately 160 older adult residents.
- Customized and distributed monthly activity calendar with designated time for activities, trips and other special events.
- Established and maintained networking relationships with local agencies for event donations and contributions.
- Successfully engaged more than 50% of resident in scheduled activities and events on a monthly basis.

EDUCATION

WALDEN UNIVERSITY, Minneapolis, MN. Enrolled in the Masters of Social Work (MSW) program

BRENAU UNIVERSITY, Gainesville, GA. **Masters of Gerontology**

GEORGIA STATE UNIVERSITY, Atlanta GA. **Bachelors of Psychology**

Continuing Education for Professional Service Coordinator