

VANESSA R. VIRGIL

CONTACT

Address: Lansing, MI 48911

Phone: 269-389-9672

Email: virgil.r.vanessa@gmail.com

SKILLS

- Quality Client Care
- Public Speaking Events
- Fundraising Coordination
- Patient and Family Liaison
- Criminal Justice Education
- Reentry Facility Familiarity
- Critical Thinking
- Community Partnerships
- Community Resource Knowledge
- Community Organization
- Community Networking
- Intake Specialist
- Mental Health Coach

CERTIFICATIONS

- Certified, CPR-AED-First Aid Red Cross -
- Certified Psychological First Aid, Red Cross -Unlimited
- Certified Case Management, Red Cross -Unlimited
- Certified Case Management 2.0 Red Cross -Unlimited
- Certified Public Affairs, Red Cross - Unlimited
- Certified Shelter Fundamentals, Red Cross -Unlimited
- Certified Recovery Services, Red Cross -Unlimited
- CERTIFIED MENTAL HEALTH COACH, AACC -UNLIMITED
- United Way Project Blueprint-Board Certification

PROFESSIONAL SUMMARY

Energetic Community Outreach Liaison brings 10 years of community contribution to fulfill case management and administrative assistant role. Strong academic background in business administration with a foundation in local community resources. Highly skilled in public speaking with aptitude for event coordination and community networking.

WORK HISTORY

Executive Director of Operations, 08/2013 to Current

True Service - Lansing, MI

- Collected and interpreted key metrics to determine which programs met desired outcomes or required further streamlining for success.
- Developed innovative tool that enabled assessment of lab capacity and throughput, providing framework for managing budget.
- Supported business growth through strategic planning and process development.
- Drove operational direction, administrative and public safety program initiatives on behalf of clients.
- Provided transformational support to clients by planning and implementing programs interventions.
- Built strategic relationships with federal, state and local law enforcement agencies.
- Monitored internal controls to facilities and clients.

Case Management Assistant-Project Coordinator, 04/2008 to 04/2022

Willing Vessels Ministries International - Dallas, TX

- Provided spiritual care through visitation, counseling, and prayer.
- Planned and conducted worship services, wrote sermons, and worked with key church leaders to carry out church mission.
- Led programs such as worship, study, fellowship, and service opportunities.
- Oversaw administration and management of all areas of the ministry.
- Community liaison: engaged in developing mechanisms for employment readiness placement and follow-up services for ex-offenders
- Recruiting and supporting employers of ex-offenders and coordinated support services (job mentors, transportation, etc.) for ex-offenders
- Implementing community education, and outreach strategies for ex-offenders
- Collecting and compiling data for program evaluation purposes
- Coordinating forums-i.e., support groups: and educational workshops for substance abuse, healthy living and parenting
- Client case management database monitoring: develop reports, documenting statistics of treatment outcomes that could be used for reporting and grant writing
- Participated with; board of directors, management committees, and other governing boards for capacity building.
- Managed online communications from social media, email and website sources.

EDUCATION

Associate: Arts, Business
Administration
Grand Rapids Community College

ACCOMPLISHMENTS: Legal
Secretary
Lansing Community College

Restorative Justice, Currently
Pursuing
Central Michigan University

- Conducted research and gathered key information for use in upcoming project planning.
- Coordinated meetings with all pertinent parties and set up remote calls using Toast, Wix Software.

Community Liaison, 11/2012 to 11/2013

The Heart Of West MI United Way - Grand Rapids, MI

- AmeriCorps-Vista
- Provided guidance and training to host sites in the recruitment of AmeriCorps members and volunteers.
- Assessed needs and provided AmeriCorps program technical assistance to participating United Ways and 2-1-1 Call Centers and other community-based participants as needed.
- Carried out site Supervisor and AmeriCorps member orientations and quarterly member training.
- Assisted with conflict resolution and professional development activities at all sites as needed.
- Acted as a program liaison to the Michigan Community Service Commission (granting organization) and attended monthly Director's meetings and training sessions.
- Promoted the Community Navigator-DHHS-MIBridges
- Networked with local organizations, leaders, and consumers, establishing new and lasting partnerships and relationships.
- Helped vulnerable individuals navigate complex Department of Health and Human Services Application system.

Supervisor, 12/2009 to 12/2010

Bethany Christian Services - Grand Rapids, MI

- AmeriCorps Vista Research Specialist monitored and maintained community partnerships to strengthen collaboration Recreated program evaluations for Crime and Prevention Services for clients in transition.
- Research and developed best practice models for family reunification, parenting skills, and assessments for social workers, biological families, and foster parents.
- Helped identify resources to meet the needs of mediation and disputation resolutions.
- Graphic Designer: created logo, program image, and slogans, to support the cause of safety for joint cultural orientation.
- Documented each patient's activity in program-specific databases.
- Referred clients to appropriate team members, community agencies, and organizations to meet treatment needs.
- Conducted community workshops to promote different programs and educate the public on available services.
- Worked with senior case managers to coordinate client development activities and training.