

# EDEN ROSEN

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A highly qualified and experienced Social Worker, Case Manager, and Healthcare Advocate with excellent communication, customer service and interpersonal skills

## SUMMARY OF SKILLS AND QUALIFICATIONS

- Excellent customer service, case management and communication skills
- Exceptional public speaking and lecturing skills
- Non-profit advocacy and event fundraising experience
- Outstanding administrative skills
- Computer literate – knowledge of Windows, Microsoft Office & Internet
- Ability to work independently as well as in a team setting
- Detail and result oriented
- Hard working and self-starter

## PROFESSIONAL EXPERIENCE

### Case Management Supervisor

#### East Valley Senior Center – North Hollywood, CA (2005 to 2008)

- Organized case management department
- Managed caseworkers and their caseload
- Approved vacation slips, signed time sheets and mileage forms
- Supervised Title V personnel, volunteers, and college interns
- Provided resources to seniors and/or their families to obtain services such as housekeeping, emergency alert systems, and transportation
- Made reports to APS and referrals to Genesis & PMRT
- Contacted mental health organizations as needed
- Completed yearly employee evaluations
- Completed initial assessments, reassessments, and care plans on each client

### Social Worker

#### Morningside Adult Day Healthcare Center – Inglewood, CA (2002 to 2005)

- Provided counseling to clients and families PRN
- Facilitated group sessions for clients pertaining to health & wellness, self-esteem, stress, reality orientation, and nutrition
- Facilitated caregiver support group meetings: Assisted family caregivers with stress reduction and dealing with difficult behaviors
- Conflict Mediation: Mediated between clients PRN
- Crisis Intervention: Assisted clients in crisis situations. Contacted APS PRN
- Case Management: Assisted clients with bill paying, housing referrals, obtaining ramps, grab bars
- Counseled clients regarding self esteem, stress management & motivation
- Provided in-service training to staff pertaining to Alzheimer's and dementia
- Maintained flow sheets and documented information on progress notes

## **Healthcare Advocate & Case Manager**

### **David Rosen – Burbank, CA (1997 to 2001)**

- Performed duties as an advocate, caregiver, case manager, etc. for my father who was diagnosed with vascular dementia in 1997
- Handled financial affairs
- Provided follow-up on patient progress
- Assisted in enforcing patients/clients rights in adult day care centers and HMOs
- Solicited funds from major organizations to support cognitively impaired seniors
- Provided leads of supporting organizations to Kaiser Permanente's Geriatric Clinic

## **Employment Relations Consultant**

### **Contract Based Practice – San Fernando Valley Area, CA (1993 to 1998)**

- Provided business services to small & medium size firms & special interest groups. Services included: management training, human resources development and improving customer service.
- Created and taught classes and seminars to human resources personnel, supervisors and managers on improving business and employee/customer relations. Average attendance ranged from 30 to 80 participants.

## **ACHIEVEMENTS & VOLUNTEER WORK**

- Facilitated various workshops related to: employee retention, staff development, and caregiving
- Lecturer at various local functions including College of the Canyons, Barnes and Noble Bookstores, Rotary Club of North Hollywood, Credit Professionals International, Joslyn Center, Learning Tree University, and the Burbank Library
- Author of public interest articles published in local newspapers and in well-known occupational magazines including Working World Magazine, Children Magazine, Apartment Age Magazine, Los Angeles Jobs Magazine, Consumer Relationship Magazine, and Opportunity World
- Published author of six books pertaining to customer service, employer/employee relations, family caregiving, and apartment management
- Guest on the "Experience Pros" Radio Show
- Guest on the Award winning program, "Southland Today"
- Involved in fundraising efforts for various community organizations and nonprofits
- Member of Alzheimer's Advocacy Committee
- Member of CAL OSHA Workplace Advisory Security Committee

## **EDUCATION**

B.A. Psychology – Northeastern Illinois University, with Honors

## **REFERENCES AVAILABLE UPON REQUEST**