

# Patricia M. Symons, LISW-S

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Disciplined Licensed Independent Social Worker with supervision designation with ten years of experience in housing, homelessness, and mental health. Currently responsible for overseeing the day-to-day operations and clinical oversight of grant funded programs while also maintaining compliance and budgets. I am adept at creative problem solving and conflict resolution, skilled at supporting and guiding staff, and am dedicated about forming helpful partnerships and bridging gaps in the community.

## Highlights

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- Supervisory experience in a residential facility and a mental health setting
- Key member of the Functional Zero Task Force which received national recognition for ending Veteran homelessness in Summit County
- Dynamic presenter with experience developing trainings and community presentations
- Participated in the Beck Institute CBT Supervision and Consultation program
- Received excellent programmatic ratings on most recent CARF audit and program site visit
- Reliable and disciplined individual with excellent follow through in meeting client needs, as well as submitting grant reports in a timely manner

## Professional Experience

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### Community Support Services (CSS)

Akron, OH

#### Supervisor of Homeless Services

December 2015 - Present

#### Supportive Services for Veteran Families (SSVF) Outreach Worker

August 2013 – December 2015

- Supervise, train, and evaluate nine staff and oversees the day-to-day operations of the Homeless Outreach Dayroom and three grant funded programs
- Provides clinical consultation and training to staff in direct clinical case management
- Monitors staff clinical documentation, conducts regular chart reviews, prepares various grant reports to ensure compliance, and maintains a budget of approximately \$600,000
- Provides outreach, case management, linkages, and temporary financial assistance to clients
- Collaborates with community partners, hospitals, law enforcement, landlords, etc. regarding homeless issues and referrals
- Key member of the Functional Zero Task Force which received national recognition for ending Veteran homelessness in Summit County (2017)
- Instrumental in developing policies and procedures and ensuring grant compliance

### The University of Akron

Akron, OH

#### Faculty Field Liaison – School of Social Work

May 2018 – Present

- Serve as liaison for both BA and MSW students during their field placements
- Conduct site visits, provide guidance on student learning contracts, review time/task logs, and assign grades at the end of the semester
- Mediate any issues between students and field agencies should they arise

### Battered Women's Shelter of Summit and Medina Counties

Akron, OH

#### Part-Time Family Advocate

April 2013 – November 2013

- Provided case management to the Step III Transitional Housing Program clients and maintained appropriate documentation to ensure grant compliance while meeting program objectives and outcomes

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## Specialized Alternatives for Families and Youth (SAFY) Regional Trainer

North Canton, OH  
October 2011 – August 2013

- Responsible for curricula development and training of foster parents and staff in a classroom setting and/or via video conferencing in 4 SAFY divisions on a variety of topics from the effects of abuse and neglect on a child to recognizing adolescent substance abuse
- Certified Nonviolent Physical Crisis Intervention trainer with the Crisis Prevention Institute (CPI)

## Center for the Homeless Front Desk Supervisor and Transitional Services Coach

South Bend, IN  
November 2008 – September 2011

- Supervised, scheduled and trained 7 Front Desk Coordinators in a 24 hour residential facility
- Evaluated and implemented daily operations of the Front Desk/Intake Process
- Provided case management, maintained files, and documentation in accordance to miscellaneous grants
- Launched CFH Permanent Housing Program and provided programming and case management
- Coordinated the Homeless Prevention Rapid Re-Housing Program (HPRP)

## Additional Information

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- Medina Early Childhood PTA Board Member, Treasurer, 2017-2018
- Beck Institute workshops – CBT for Depression, CBT for Suicide, CBT for AoD, and CBT for Supervisors, Summit County Health Department, 2017
- Trained in Critical Time Intervention, Community Support Services, 2015
- Nonviolent Crisis Intervention Instructor Training, Crisis Prevention Institute, 2012
- Supervisory Development Program, University of Notre Dame, 2011
- Phi Alpha, Omicron Omega Chapter, National Social Work Honor Society Member

## Education

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### MSW

The University of Akron

2014 Phi Alpha, Omicron Omega Chapter, National Social Work Honor Society Member

Akron, OH

May

### BS in Education

Bowling Green State University

Bowling Green, OH

May 2006