Jeremy Ross

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# Professional Profile

A highly skilled, compassionate, and technical leader that is an effective motivator, communicator, and advocate for a team of employees. Effective analytical thinker that works to innovate, design or refine the system and process that will provide the most effective and efficient work product for high quality customer service.

# Education

## Bachelor of Arts | 2001 | Christopher Newport University

* Major: Recreation and Tourism

## Master of Arts | 2012 | Regent University

* Major: Community Mental Health Counseling
* Chi Sigma Iota – Counseling Academic & Professional Honor Society

# Experience

## Campus Director of Clinical services | Williamsburg Place – The Farley center & the pavilion | april 2021 - Present

* Provide management and oversight of programming and clinical aspects for an 82-bed Detox and Residential facility a 66-bed acute care facility, and 3 site locations for Intensive Outpatient program all for adults. (Private insurance, Tricare, and Medicare)
* Oversight of the planning and implementation of program goals, objectives, personnel, resources and equipment.
* Direct the companies’ vision by providing oversight of all clinical, programming, utilization review, and staff development.
* Provide oversight of required communication with referral sources, families, monthly treatment reports, individual group progress notes, and individualized treatment plans
* Utilization of the following digital systems: Sales force, Microsoft office, Outlook Zoom, TigerConnect

## Director of Clinical services | safe harbor recovery Center | july 2019 – april 2021

* Provide management and oversight of programming and clinical aspects for an 30-bed Residential facility for adults. (Private insurance, VACCN, and Medicaid)
* Oversight of the planning and implementation of program goals, objectives, personnel, resources and equipment.
* Direct the companies’ vision by providing oversight of all clinical, programming, utilization review, and staff development.
* Develop and implement operating policies and procedures for the program and/organization to ensure workflows are consistent with the organization’s objectives, treatment protocols regulations and standard of care.
* Utilization of the following digital systems: Sales force, Microsoft office, Outlook, Google Drive, Best Notes, Faxage, Zoom,

## Director of Acute Care and residential Services | Newport News Behavioral Health Center | December 2014 – july 2019

* Provide management and oversight of programming and clinical aspects for a 108-bed clientele facility and 24-bed acute care facility for youth and adolescents. (Medicare, Tricare, and Private insurance)
* Oversight of the planning and implementation of program goals, objectives, personnel, resources and equipment.
* Plan, direct and coordinate activities for the therapeutic programs to meet the needs of the RTC and acute clients in coordination with medical staff.
* Implement approved program plan objectives, timetables and expected outcome measures for assigned areas of responsibilities.
* Develop and implement operating policies and procedures for the program and/organization to ensure workflows are consistent with the organization’s objectives, treatment protocols regulations and standard of care.
* Ensure that operations conform to the established environmental, safety and infection control requirements.
* Develop and maintain high functioning partnerships with local, state, and federal agencies.
* Recruit, hire, evaluate and provide supervision to all Acute Care and Clientele direct care staff.
* Increase staff productivity and growth through professional role modeling and expectations. Influence staff toward achievement of goals.
* Initiate mechanism for feedback, when appropriate, between facility staff and referring agencies.
* Participate in the development of ongoing needs assessment and strategic planning by utilizing data.
* Participate in community relation activities, community committees and other community functions to maintain effective working relationships with community agencies and professionals.
* Utilization of the following digital systems: Sales force, Microsoft Office, Outlook, ShiftHound

## Primary Therapist | Newport News Behavioral Health Center | August 2012 - December 2014

* Maintain a therapeutic milieu to include overseeing and coordinating the delivery of cliental, continuing care and family services.
* With the multidisciplinary treatment team, identify treatment goals and objectives that are measurable, time bound, and relate to the client’s diagnosis.
* Complete required case management and documentation.
* Conduct group, family, and individual therapy sessions as assigned.
* Serve as a client advocate and liaison with the client’s legal guardian, courts, schools, and family, etc.
* Utilization of the following digital systems: Microsoft office, Outlook

## 21st Century Commuinty Learning Centers Director  | HAMPTON CITY SCHOOLS - | November 2008 - August 2012

* Operate and manage within a detailed budget of ranging from $500,000 - $1.5 million of grants funds.
* Manage multiple grants that cover various after-school settings throughout the City of Hampton to include grades K thru 12.
* Maintain all state and federal reporting requirements for reporting grants to include data collection, interpretation and submission of that data and writing of new and existing grant applications.
* Work as cohesive units with the department to interview, hire, and supervise 35-40 high school tutors and 20-25 teacher liaisons.
* Develop SOL-based enrichment and activities outside the traditional school day.
* Conduct training sessions for tutors and teacher liaisons of the after-school programs.
* Schedule training sessions with curriculum leaders and youth development experts for the tutor and Teacher Liaisons that work at the after-school programs.
* Spearhead the input, collection, organization of program data.
* Complete monthly, quarterly, and annual program reports to include but not limited to
* Develop and maintain high functioning partnerships with area schools, teachers, community centers, and faith-based organizations in order to provide the highest quality programs with the most diverse set of resources. Merge resources from Hampton Parks & Recreation, Hampton City Schools, and The Hampton Neighborhood Office.
* Negotiate contracts with instructors and performers for enrichment activities at the after-school programs.
* Utilization of the following digital systems: Microsoft office, Outlook, PowerSchool, FileMaker, OMEGA – SSWS system

# Certifications

* Licenses Professional Counselor (LPC) - August 2015
* Certified Substance Abuse Counselor (CSAC) - December 2014
* Licensed Substance Abuse Treatment Practitioner (LSATP) July 2020
* Certified Traumatologist - October 2012
* Compassion Fatigue Educator - January 2012
* Compassion Fatigue Therapist - January 2012
* Quality Work Life Consultants – Certified Facilitator - January 2004