

Bambi L. McDougald

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SUMMARY OF QUALIFICATIONS

Gregarious and detail-oriented professional with extensive experience in working with at-risk youth in diverse communities, cultivating empowerment and achievement, and delivering results amongst challenging conditions.

KEY SKILLS

- Exceptional interpersonal and presentation skills
- Expert computer proficiency
- Community Engagement
- Crisis Intervention and management
- Resourceful and flexible multitasking
- Program planning and evaluation skills
- Avid supporter of advocacy and diversity in community

PROFESSIONAL EXPERIENCE

BEHAVIORAL SUPPORT SERVICES, Altamonte Springs, FL, 9/13 to Present

Mental Health Targeted Case Manager

- Serviced clients across four counties and connected to medical, mental health, educational, and financial support services in the community.
- Developed service and safety plans to assist clients in identifying goals and barriers to success.
- Maintained knowledge and database of community resources in the service area.
- Visited educational institutions to advocate for students, track academic success and attendance, and review behavioral progress.
- Performed timely admission intakes, monthly evaluations, and discharge of clients.

KELLY EDUCATIONAL STAFFING, Orlando, FL, 01/13 to 5/14

Substitute Teacher

- Provided instruction and implemented existing lesson plans while motivating students to learn and participate.
- Addressed and adapted to various learning styles to create a classroom environment conducive to learning and high levels of engagement.
- Selected as preferred substitute for various high-risk Orange County Public Schools.

CHANGES YOUTH AND FAMILY SERVICES, Orlando, FL, 6/12 to 9/15

Therapeutic Support Specialist

- Provided psychosocial rehabilitation, prevocational, and social development counseling to at-risk youth in the Greater Orlando area.
- Increased positive behaviors and fostered social skills by modeling and forms of training.

- Developed active community partnerships with Orange County Public Schools and community organizations to provide resources and support to clients and parents.
- Tracked academic progress of clients to ensure academic growth and decrease truancy.
- Trained staff on policies, procedures, and Community Outreach Mentoring Program implementation.
- Facilitated court-ordered Anger Management and Impulse Control group sessions for juvenile offenders at Juvenile Assessment Center.

FULL SAIL UNIVERSITY, Winter Park, FL, 6/09 to 6/12

Online Student Advisor - 12/09 to 6/12

Assistant Student Advisor - 6/09 to 12/09

- Earned fast track promotion to Student Advisor following superior performance and demonstrated ability to master advising concepts and policies.
- Successfully managed caseload of fastest growing degree programs with the highest enrollment of over 1000 students.
- Monitored the degree program at highest risk for early withdrawal, absenteeism, and financial probation.
- Proactively collected and reported data on students at risk of failure or involuntary withdrawal due to minimal attendance, low GPA, or lack of financial aid.
- Developed and implemented academic plans for probationary students and monitored student compliance to ensure progress toward completion requirements.
- Coordinated efforts with instructors, Registrars, Financial Aid Advisors, and Career Development Services to ensure student success.
- Interviewed potential hires and trained new employees on academic advising, policies, and procedures.

FRIENDS OF CHILDREN & FAMILIES/ CHARLEE FAMILY CARE, Orlando, FL, 2/08 to 11/08

Program Administrator - 7/08 to 11/08

Program Coordinator - 2/08 to 6/08

- Earned rapid acceleration to Program Administrator. Successfully completed three licensing and contractual audits with exceptional scores.
- Advocated for children with behavioral and psychological difficulties, managed residential group home operations, and supervised 15+ direct care staff across three cities and two counties.

EDUCATION

University of Central Florida, Orlando, FL 2007

Master of Science, Criminal Justice

Florida Institute of Technology, Melbourne, FL 2006

Bachelor of Arts, Forensic Psychology