

Maritza Grandison

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OBJECTIVE: To obtain a position where I can fully utilize my experience and education while contributing to the benefit of my employer.

EDUCATION:

1/2019- Present

NYACK COLLEGE & ALLIANCE THEOLOGICAL SEMINARY **New York, NY**
Masters of Social Work

09/2000 – 05/2005

NYACK COLLEGE & ALLIANCE THEOLOGICAL SEMINARY **New York, NY**
Bachelors of Arts in Psychology

EXPERIENCE:

9/2022 – 05/2023

Mustard Seed Forensic **Brooklyn, NY**
Social Work Intern

- Observe the field instructor or others conducting and interview
- Conducted interviews with clients and provided direct counseling services.
- Participate in group or peer supervision
- Read and become familiar with your agency polices and protocols

9/2021 – 12/2021

JEWISH BOARD OF FAMILY & CHILDREN’S SERVICES **New York, Ny**
Social Work Intern

- Conducted interviews with clients and provided direct counseling services.
- Read and become familiar with your agency policies and protocols
- Observe the field instructor or others conducting and interview
- Familiarized myself with the agencies policies, protocols and procedures, reading as much materials as they had on hand

EXPERIENCE:

09/2020 – 12/2020

NEW LIFE COMMUNITY HEALTH CENTER **Queens, NY**
Social Work Intern

- Provided receptionist duties, answered the phone, answered client queries and provided information. This allowed me to get the basic experience of this role and the demands requested of the agency
- Visited other agencies and service delivery systems in the immediate local community
- Conducted interviews with clients and provided direct counseling services
- Surveyed the local area, taking walks through specific areas to get a feel for the neighborhood
- Familiarized myself with the agencies policies, protocols and procedures, reading as much materials as they had on hand.

2015-Present

HEALTHFIRST **New York, NY**
Service Coordinator

- Conduct telephone outreach to membership to gather monthly updates of member’s health and psychosocial status
- Manage clear communication with Primary Care Managers regarding significant changes of members health condition
- Ensure that state requirements of monthly member outreach is completed for assigned members
- Meet productivity metrics as assigned by upper management
- Conduct 45 outreach calls per day and schedule home visits for members with nurses
- Properly document member contacts in the electronic medical record for primary care manager use to create care plans following established routing of mem questions and/or concerns to proper departments

07/2014-2015

HEALTHFIRST

New York, NY

Medical Interpreter

- Translate written medical terminology from English to Spanish
- Provide support to members and families during home visits
- Training new hires on in house responsibilities and letter management
- Research and enter members in Uniformed Assessment system
- Enters timely and accurate client data into Electronic Medical record(EMR proprietary database system)
- Complete searched in EPACES for Medicaid eligibility
- Schedules field appointments for Healthfirst Complete Care Specialists and Intake
- Interpreter for nurses while conducting medical assessments

10/2006-07/2014

VISITING NURSE SERVICE OF NEW YORK HOME CARE

New York, NY

Medical Interpreter

- Accompanied field staff to visit patient and provide verbatim translation
- Delivered and organized documents
- Relieves staff in other facilities, regions, programs or departments, as assigned
- Performed various clerical and administrative tasks, as assigned

03/1993-05/2000

THE EMPIRE MEDICAL GROUP

Brooklyn, NY

Medical Assistant

- Updated and maintained patient medical charts
- Scheduled members non-emergent transportation and hospital surgery
- Organized and maintained charts and filing system
- Received incoming calls from members regarding benefits and services
- Microsoft Office-Word
- Inventory control of medications and office supplies
- Organized and maintained filing system

SKILLS:

Fluent in English and Spanish, Proficient in Microsoft Office, Uniform Assessment System (UAS), Care Enhance Clinical Management (CCMS) Excellent Communication and Customer Service Skills.

REFERENCES:

Furnished upon request