

Edith Quinn

Resource Liaison, Community Health Outreach

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STRENGTHS

- 🗣️ **Client Interviewing**
Asks focused questions in offices and field settings, helping clients share needs clearly and comfortably.
- ✅ **Information Verification**
Checks income, assets, insurance, and household details carefully; colleagues rely on clear records when questions arise.
- 🔗 **Referral Coordination**
Connects clients with practical services, and follows each handoff until documentation shows a clear next step.
- 💙 **Calm Communication**
Keeps conversations respectful during strained moments. A steady explanation often turns confusion into a workable plan.
- 📁 **Recordkeeping**
Maintains orderly files, logs, and database entries so caseworkers can find accurate information without delay.

SKILLS

Client interviewing

Information verification

Referral coordination

Application assistance

Case file management

Community outreach

Pre eligibility screening

Client advocacy Recordkeeping

Database documentation

Microsoft Word Microsoft Excel

Microsoft PowerPoint

Business arithmetic De escalation

SUMMARY

Resource Liaison with four years of experience connecting clients with healthcare, **public health**, and **social services** through respectful interviews, careful information review, and coordinated referrals. Conducts outreach in clinics, homes, community settings, and offices, serving people from varied socioeconomic, ethnic, and cultural backgrounds. Verifies income, assets, insurance, and household details through authorized sources, then organizes pre eligibility information without making formal eligibility decisions. Supports applications for medical care, transportation, housing, **senior services**, **disability related appliances**, and other assistance. Maintains accurate case files, activity logs, referral records, and automated database entries while meeting deadlines with limited supervision. Clear communication, calm de escalation, sound arithmetic, and practical advocacy support reliable service delivery.

EXPERIENCE

Community Resource Liaison

Sagebrush Community Wellness Network 📅 January 2025 to Present 📍 Carson City, NV

Leads **community health outreach** across clinic, home, and community settings, supporting pre eligibility review, **client interviews**, application assistance, referrals, documentation, and coordination with providers and service organizations.

- Interviewed clients in clinic, home, and community settings, recording health needs and referral priorities.
- Reviewed program fit information without final decisions, giving caseworkers organized records for eligibility review.
- Verified income, insurance, household, and resource details through authorized sources, resolving inconsistencies before referrals.
- Guided applications for **healthcare**, **transportation**, housing, senior services, and disability related assistance with clear explanations.
- Maintained **case files**, outreach logs, referral status, and **automated database** records for dependable service histories.
- Coordinated provider and community organization advocacy, preserving professional boundaries and complete documentation.

Client Services Coordinator

High Desert Family Services 📅 October 2022 to December 2024 📍 Reno, NV

Managed front office and client support for community services, combining interviews, applications, records administration, referrals, telephone **communication**, and calm problem solving for households with varied needs.

- Interviewed callers and walk in clients, gathering needs and routing requests to appropriate staff.
- Prepared **applications**, correspondence, verification forms, and referral documents using Microsoft Office procedures.
- Maintained confidential files, activity logs, appointment records, and database entries for complete service histories.
- Clarified procedural requirements during strained interactions, escalating eligibility questions to authorized caseworkers.
- Balanced reception coverage, records work, **deadlines**, and community **referrals** with limited supervision.
- Used business **arithmetic** and careful information review when preparing client documents and service records.

PROJECTS

Community Referral Coordination 📅 2025

LANGUAGES

English Native

Spanish Beginner

MY CAREER

0 MONTHS

Organized referral information for healthcare, transportation, housing, senior support, and disability related services. Clear records helped providers and caseworkers act on client needs.

Client Information Record Review 2024

Structured application documents, verification forms, activity logs, and database entries into consistent service histories for community program follow up.

LEADERSHIP & AWARDS

- Recognized by community services leadership for dependable client communication and organized referral documentation.
- Commended by colleagues for calm support during strained interactions and clear explanation of procedures.
- Trusted with sensitive records, field outreach, and independent work across varied community settings.

EDUCATION

High School Diploma

Carson High School GPA: 4.0 2022 Carson City, NV

Coursework: Business writing, office practices, communication, recordkeeping

CERTIFICATIONS

- Nevada Community Health Worker Certification 2025
- Nevada Driver's License 2025

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint
- **Client Service Records:** Case files, activity logs, appointment records
- **Database Documentation:** Automated databases, client records, referral status
- **Verification Sources:** Employers, banks, Social Security
- **Public Service Programs:** Healthcare services, public health services, social services
- **Referral Services:** Transportation assistance, housing assistance, senior services
- **Disability Services:** Disability appliances, disability referrals, accessibility support
- **Office Administration:** Business correspondence, standard office practices, document preparation
- **Communication Methods:** In person communication, telephone communication, client interviews
- **Field Operations:** Clinic outreach, home visits, community locations
- **Recordkeeping Methods:** Confidential files, documentation standards, service histories
- **Client Support Methods:** Application assistance, procedural explanations, client advocacy

PROFESSIONAL AFFILIATIONS

- Community health outreach practice, supporting respectful access for clients with varied cultural and socioeconomic backgrounds.
- Social service coordination networks, connecting healthcare providers, public agencies, and community organizations around client needs.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST