

Olivia Douglas

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SUMMARY

Social service aide with four years of full time experience supporting disadvantaged adults, children, and families through public and community based human services. Conducts routine client **needs assessments**, prepares clear case documentation, enters accurate information into automated systems, and shares observations with professional **Social Workers**. Provides supervised parent child visitation, transportation support, referrals, and liaison services across medical, legal, employment, and community settings. Teaches parenting, household management, nutrition, budgeting, meal preparation, and safe home practices with respect for disability, culture, and economic hardship. Maintains confidential records, recognizes indicators requiring escalation, and applies working knowledge of **In Home Support Services** concepts and mandated **child abuse reporting**. Brings calm field judgment, dependable follow through, and practical care that helps clients access services safely.

EXPERIENCE

Social Service Aide November 2024 - Present
Sierra Community Family Services *Chico, CA*

- Supports a field caseload of older adults, disabled adults, children, and families through assessments, instruction, visitation, referrals, transportation, and confidential **case documentation**. Works under professional review and escalates safety, medical, and welfare concerns through established channels.
- Documented in home needs for older adults receiving services, supporting professional case review.
 - Verified care information with authorized providers before presenting assessment findings to **Social Workers**.
 - Entered contacts, conditions, referrals, and follow up actions into automated case systems.
 - Taught **parenting**, budgeting, nutrition, **meal preparation**, and household care skills to families.
 - Supervised parent child visits, recorded objective observations, and escalated welfare concerns.
 - Connected clients with medical, legal, employment, **transportation**, and **community resources**.
 - Accompanied clients to appointments when access barriers limited timely service connection.

Human Services Support Aide October 2022 - October 2024
Golden State Family Resource Center *Redding, CA*

- Supported disadvantaged adults and families through information gathering, service planning, practical instruction, family visitation, referrals, appointment coordination, and confidential record maintenance. Built steady working relationships with clients, public agencies, providers, and community organizations.
- Gathered service information and prepared concise case notes for professional staff review.
 - Recognized changes in health, stability, and **family functioning** requiring referral or escalation.
 - Taught **housekeeping**, food preparation, household organization, and parenting routines.
 - Coordinated clinic, benefit, legal, employment, and **transportation** referrals for vulnerable clients.
 - Supported supervised family visitation through safe boundaries and objective written observations.
 - Maintained confidential paper and electronic records across active client cases.
 - Built cooperative **relationships** with clients, providers, public agencies, and community organizations.

PROJECTS

- Family Resource Connection Initiative** 📅 2025
Coordinated practical referrals across medical, legal, employment, transportation, and community services. Clear follow through helped families reach appointments and maintain service connections.
- In Home Support Case Documentation** 📅 2024
Organized client conditions, home contacts, referrals, and follow up notes for professional review. Accurate chronology supported informed decisions and respectful continuity of care.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable field follow through and clear case documentation.
- Selected for trusted visitation support involving sensitive family and child welfare matters.
- Commended for calm client communication during complex service coordination.

EDUCATION

Associate of Science in Human Services 2022
Butte College GPA: 3.5 *Oroville, CA*
Coursework: Social welfare, psychology, human development, nutrition, community resources

CERTIFICATIONS

- California Driver License 📅 2026
- Mandated Reporter Training 📅 2025
- Adult and Pediatric First Aid, CPR, AED 📅 2024

TECHNICAL SKILLS

- **Case Documentation:** Narrative reports, Case notes, Confidential records
- **Client Assessment:** Needs assessments, Client interviews, Functional needs
- **Case Systems:** Automated case entries, Contact logs, Service records
- **In Home Services:** IHSS concepts, Home visits, In home care
- **Family Support:** Parenting skills, Household management, Family routines
- **Nutrition Support:** Meal preparation, Nutrition education, Budgeting
- **Child Services:** Supervised visitation, Child welfare, Emergency child care
- **Referral Services:** Medical referrals, Legal referrals, Employment referrals
- **Safety Reporting:** Mandated reporting, Welfare concerns, Incident escalation
- **Transportation Support:** Appointment transport, Client accompaniment, Access coordination
- **Community Resources:** Public agencies, Community organizations, Benefit programs
- **Provider Liaison:** Medical providers, Social Workers, Service coordinators

SKILLS

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|----------------------------|--------------------------|-------------------------|-------------------------------|
| • Client needs assessment | • Case documentation | • Community referrals | • Vulnerable adult services |
| • In Home Support Services | • Automated case systems | • Parenting instruction | • Child and family services |
| • Child abuse reporting | • Confidential records | • Household management | • Transportation coordination |
| • Supervised visitation | • Client interviewing | • Nutrition education | |

PROFESSIONAL AFFILIATIONS

- Community human services networks supporting older adults, children, and families.
- Local referral partnerships connecting clients with medical, legal, employment, and transportation resources.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST