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# JALIYA FRANKLIN

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Riviera Beach, FL 33404

## Experience

### **Social Services Assistant , Jupiter Rehabilitation — September 2023 to Present**

- Complete & review resident referrals
- Inform residents and families about traditional Medicare, Medicaid, and managed Medicare
- Complete a social history and psychosocial assessment for each resident that identifies social, emotional, and psychological needs
- Coordinate, notify and document room changes and roommate notifications when necessary
- Interview residents and families to obtain social history and advanced directives
- Attend IDT care plan meetings

### **Assistant Social Worker, Palm Garden of West Palm Beach — May 2022 to September 2023**

- Perform administrative requirements, such as completing necessary forms, reports, etc
- Obtain resources from community social, health, and welfare agencies
- Monitor residents situations and follow up to ensure they have been resolved
- Coordinate and assist with referrals, including audiology, optometry, podiatry, dentistry, psychiatry and psychology
- Participate in discharge planning, development and implementation of social care plans and assessments
- Provide assistance with social and practical environmental problems
- Develop, maintain and utilize a listing of current community resources that are useful to residents
- Assist case managers in collecting information and completing case files

### **Customer Service Representative, Call Center — June 2021 to May 2022**

- Maintain an up to date knowledge of customer accounts
  - Resolve payment and order disputes
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- Operate a live chat
  - Verify and reconcile Invoices

**Server, Morselife — June 2019 to February 2021**

- Serve and help senior citizens
- Welcome guests and families
- Prepare meal orders

**Crew Member, Culvers — October 2018 to June 2019**

- Took customer orders
- Prepare food items

**Education**

**Palm Beach Gardens Community High School — High School Diploma, 2020**

**William T. Dwyer High School — Finance and Culinary Arts, 2016 to 2018**

**Certificates**

Basic Life Support (CPR and AED)

**Skills**

- Guest Services
  - Referrals and Networking
  - Effective Planning
  - Computer Literacy
  - Organization
  - Crisis Intervention
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