



ROXANNE MILLS

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Summary

Devoted to helping clients living with mental illnesses, substance use history and homelessness. Provide support to meet individual patient needs. Compassionate and dedicated with observant nature and excellent time management abilities.

Skills

- Billing
- Strong interpersonal skills
- Documentation
- Team Player
- Time management
- Well-organized
- Compassionate client care

Experience

New York Foundling | New York, NY

Direct Support Professional

09/2020 - Current

- Improved patient outlook and daily living through compassionate care.
- Administered necessary medications as directed by care plan.
- Tracked and reported clients' progress based on observations and conversations.
- Transported clients to doctor's appointments and other related errands.
- Supervised medication administration, personal hygiene and other activities of daily living.
- Prevented patient injuries by providing necessary restraints and appropriate supports.
- Maintained clean and well-organized environment to promote client happiness and safety.

Samaritan Daytop Village | Bronx, NY

Care Manager

09/2019 - 09/2020

- Providing care management for clients and their families/support system and advocates for clients to obtain the full range of needed services and ensures coordination of these services.
- Promotes linkage development and monitors the effectiveness of linkage with other services providers.
- Ensures community follow-up to engage the client in care, promotes compliance with medical appointments, and encourages client self-sufficiency and empowerment.
- Supervises the care management conducted by other members (Patient Care Navigators) within unit by ensuring documentation and billing records are complete and up-to-date.
- Reviewed and recorded progress of patients.
- Developed appropriate care plans for at-risk individuals and high-risk families.

Services for the Underserved | New York, NY

Care Coordinator

- Provide care management services to Medicaid clients with co-occurring disorder of mental illness and/or substance abuse.
- Provide services in the Clinical Home and in the community.

05/2018 - 09/2019

- Carry a caseload of 45 clients each of whom had to be visited at least once per month.
- Escorted Clients to various social services appointment for enrollment and recertification.
- Advocated on behalf of members.
- Completed 2010E housing application.
- Completed monthly documentation and billing .
- Provided ongoing compassionate patient care for each client.
- Built strong and trusting rapport with clients and loved ones.

Education and Training

University of the West Indies | Kingston

Bachelor of Science in Gender and Development Studies, Psychology

2014

Fordham University | The Bronx, NY

Master of Science in Social Work

Certifications

Advance Care Management certification.