

Jessica Messer

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(207) 577-8767

SUMMARY

Highly effective, results-oriented leader with proven expertise in facilitating employee development in others through training, coaching, and mentoring. An excellent public speaker and leader with diverse and extensive professional experience collaborating to create value and deliver results. Qualifications include:

- Change / performance management
- Presentation skills / Training and development
- Management and employee counseling / Coaching
- Highly developed interpersonal skills
- Strong organization, project and time management skills
- Handle complexity / Initiate solutions
- Proactive quality service
- Excellent communication skills
- Enthusiasm for motivating / leading people.

PROFESSIONAL EXPERIENCE

The Arc of Washington County, Hagerstown, MD

2022-Present

Senior Director of Day and Employment,

- Provided leadership and oversight to 5 meaningful day and employment programs
- Provided regular direction, support and technical assistance to a professional team who is responsible for effective and efficient daily program operations.
- Ensured operations and programs followed all applicable laws, regulations and accreditation requirements, taking corrective action as needed.
- Lead the development and implementation for the Quality Assurance Plan
- Develop and implement annual plans and goals based on customer requirements and business strategy and monitor the same to ensure targeted outcomes are achieved.
- Develops, implements and manages annual budget, taking corrective action as needed, to ensure fiscal viability

Chimes Inc, Fairfax Virginia

2020-2022

Division Director,

- Provided leadership and promote a shared vision for the pursuit of quality, excellence and innovation
- Provided regular direction, support and technical assistance to a professional team who is responsible for effective and efficient daily program operations.
- Ensured operations and programs followed all applicable laws, regulations and accreditation requirements, taking corrective action as needed.

- Lead the development and implementation for the Quality Assurance Plan
- Develop and implement annual plans and goals based on customer requirements and business strategy and monitor the same to ensure targeted outcomes are achieved.
- Develops, implements and manages annual budget, taking corrective action as needed, to ensure fiscal viability

Sunflower Bakery, Gaithersburg, Maryland

2018-2020

Director of Programs,

- Managed clinical, fiscal and administrative oversight for the employment training programs
- Outreach to schools and programs to recruit new students
- Outreach to employers for employment of students when they complete training program.
- Initiated and directed the implementation of policy and procedures.
- Writing of employment training programs for marketing purposes.

Melmark New England, Andover, Massachusetts

2017-2018

Family Services/Outreach Coordinator,

- Managed clinical, fiscal and administrative oversight for the homebased consultation services and after-school program at Melmark New England
- Development of clinical intervention protocols of individuals and families within contracted home based programs
- Managed hiring, training, scheduling and supervision of home based staff and will supervise the after-school program activities and scheduling
- Initiated and directed the implementation of policy and procedures.
- Oversight of the contract procurement and delivery of specified, agreed upon services in the contract arrangements.
- Reviewed and monitored progress on programs.
- Managed credentialing and approvals through insurance companies.
- Provided in home ABA services to children

Change HealthCare, Augusta, Maine

2014-2016

Operations Supervisor,

- Managed effectively, motivated, and trained employees from an off-site location. Participated with management in setting and communicating goals, objectives, and standards for these employees.

- Managed human resource related concerns and ensured compliance by providing a single point of contact. Performance issues or opportunities were collaboratively analyzed and evaluated developing solutions precisely appropriate for the situation.
- Approved directly and exercised final authority with regard to offering employment to qualified prospects.
- Established proactively and conducted ongoing development and implementation of training to enhance workforce effectiveness and ensure that established procedures, systems, and programs were effective and compatible.
- Initiated and directed the implementation of a policy and procedures manual and conducted training on its usage. Immediate access to information and learning resulted in significantly improving job performance and employee satisfaction.
- Created a business environment that encouraged effective communication with employees and management.
- Researched, wrote, and distributed best practices to standardize office procedures in field offices. Procedures streamlined office production and increased staff efficiency.
- Designed independently and implemented successful new programs that increased company profit.
- Conducted needs assessments to determine training requirements, individual skill gaps, target groups, and for the purpose of evaluating and measuring programs and team members.
- Devised a streamlined, cost-effective approach to interactive training, which managed the expectations and demands of our high performing workforce in a wide range of geographical locations.
- Scheduled and facilitated regular team meetings.

LEAP, Farmington, Maine

2001-2014

Administrator,

- Improved the success of the three programs by providing administrative support to staff employees.
- Coordinated services with other agencies to provide continuity of services for adults with developmental disabilities.
- Coordinated and directed monthly meetings updating programs on new regulations, and procedural changes to ensure all regulations were properly implemented.
- Established training program for entry-level employees, resulting in lower employee turnover.
- Coordinated and managed multiple projects, consistently meeting aggressive deadlines and budgets.
- Created and managed budgets and staffing patterns resulting in an increase in profit.
- Assisted with fundraising events
- Collaborated with outside professionals to develop and implement successful behavioral modification programs.
- Facilitated meetings to ensure coordination of care for 10 individuals
- Implemented policies daily to ensure compliance with all State and Federal regulations

EDUCATION / DEVELOPMENT

M.S. Candidate, Capella University, Psychology/ ABA

M.S. Leadership, New England College, Henniker, New Hampshire
B.A. Psychology, University of Maine Farmington, Farmington, Maine