

Cole McNamara

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Objectives

Full-time Case Resource Manager with Washington State's DSHS Developmental Disabilities Administration looking to expand my knowledge of public service, public administration, and disability advocacy.

Skills

- Crisis intervention
- Strategic planning
- Case management
- Process improvement
- Person-centered outreach
- Data collection and analysis

Work Experience

WA DSHS Developmental Disability Administration

Dec. 2022 – Present | Case Resource Manager | Tacoma, WA

- Identify the support needs of clients and make referrals for appropriate DDA services.
- Maintain knowledge of local community resources to provide outside referrals for clients.
- Complete client assessments and person-centered service plans with clients in their homes.
- Provide an equitable experience to all clients and families regardless of identity or primary language.
- Establish and meticulously maintain complete and accurate client case files.

Apr. 2022 – Dec. 2022 | Management Analyst 3 | Lacey, WA

- Updated agency systems with current client demographic information.
- Collected and maintained data to provide reports on client service needs.
- Made referrals for DDA services as appropriate and requested by clients.
- Conducted outreach to client not receiving paid services to provide information on DDA services.
- Aided in drafting 2022 Legislative Report for the No-Paid caseload in accordance with Senate Bill 5819.

The Arc of the Peninsulas | Bremerton, WA

May 2020 – Mar. 2022 | Program Manager

Sept. 2019 – May 2020 | Community Inclusion Specialist

- Provided day-to-day leadership and guidance to 10 staff members.
- Provided goal-based services to over 50 adults with developmental disabilities.
- Promoted to leadership position within an eight-month timeframe for exceeding goals and standards.
- Managed and administered four key programs crucial to the agencies and client's success.
- Collaborated with other local nonprofits and organizations to promote advocacy and inclusion.
- Advocate for the rights of individuals within various social settings

Education

University of Washington

Jan. 2018 – Aug. 2020

Bachelor of Arts in Society, Ethics, & Behavior
Annual Dean's List 2020

Military

Machinist/ Welder Technician

Feb. 2012 – Feb. 2018

United States Air Force,
Mountain Home AFB