

Rachel Nabors  
1000 Fern St SW Unit I305  
Olympia, WA. 98502  
253-678-8971  
Rachelvictoria333@gmail.com

## KEY QUALIFICATIONS

- Ability to build and maintain strong work relationships
- Culturally sensitive
- Adaptability, resourcefulness, and leadership skills in diverse settings
- Experience with maintaining records
- Experience with various policies and procedures
- Experience onboarding and training employees
- Ability to work independently and efficiently in all settings
- Quick learner
- Excellent organizer
- Experience with various State and National criminal background checks
- Experience with Microsoft Word, Excel, PowerPoint, Outlook, MatchForce, and Simple Practice
- Always on time and dependable
- Excellent memory skills
- Excellent communication skills
- Excellent multitasking ability
- Ability to concentrate under stressful situations
- Excellent time management
- Experience with various databases
- Positive attitude always

## EDUCATION:

<b>University of South Florida Muma College of Business</b> <i>Diversity, Equity, and Inclusion in the Workplace Certified</i>		March 2021-May 2021
<b>The Evergreen State College</b> <i>Bachelor of Arts Degree</i>	Olympia, WA	2014-2018
<b>Pierce College</b>	Puyallup, WA	2012-2014
<b>Graham Kapowsin High School</b> <i>High School Diploma</i>	Graham, WA	2008-2012

## PROFESSIONAL EXPERIENCE

**Global People's Services**  
***Behavioral Clinician***

**October 2021-Present**

- Maintained a caseload of 25-40 clients.
- Maintained communication with supervisor, various social workers, and adult family homes.
- Served a vulnerable population with integrity and compassion.
- Created files for all clients.
- Created medication appointments for clients.
- Constantly checked for behaviors in all clients and maintained stability.
- Operated quickly and carefully in emergency crisis situations.
- Maintained monthly meetings in-person and via Teams with supervisor, co-workers, and social workers.
- Created Crisis & Behavior plans and Treatment plans for each client.
- Became involved in the interview process of new employees.
- Onboarded new employees.

**Big Brothers Big Sisters**  
***DEI Committee Board & Program Committee Board Leader***

**June 2020-Present**

### **Mission:**

The Board, DEI Committee and staff of the agency believe that diversity, equity and inclusion is essential to engaging the communities we serve and, ultimately, in achieving the agency mission. Diversity, equity and inclusion includes but is not limited to: race, religion, national origin, color, economic status, gender and gender identity, sexual orientation, marital status and disability.

- The Board prepares, approves and annually reviews an intentionality plan addressing diversity and inclusion.
- Recruits a development strategy for BIPOC, LGBTQ+, and other underserved candidates for board and volunteer mentoring positions.
- Strives to improve the number of qualified, diverse candidates in the Board's pipeline.
- Submits accurate data about the Board's diversity so progress can be measured.

**Big Brothers Big Sisters**  
***Enrollment Specialist***

**June 2020-October 2021**

- Interviewed, took notes, and then assessed potential volunteers, youth and families in the following areas: suitability, eligibility, match ability and coach ability in the program.
- Sent acceptance or denial contact to families and volunteers as is suitable for the program.
- Maintained regular contact with waitlist families and volunteers (minimum quarterly contact).

- Assessed individual training needs, information and support needs for each volunteer and child/family participant to assure a positive youth development experience for the child, and successful and satisfying experience for the volunteer.
- Ensured high-level proficiency in screening for child safety and risk management.
- Answered phones in a professional manner, collecting pertinent information and messages as needed.
- Utilized and identified Big Brother Big Sisters surveys, assessed match impact on youth development.
- Shared with development staff potential partnership relationships as discovered through volunteers' and parents' employers and affiliations.
- Attended weekly program and all-staff meetings.

**Big Brothers Big Sisters**  
***Customer Relations Specialist***

**May 2020-June 2020**

- Ensured that the customer's (volunteer, child and family) experience is marked by an atmosphere of engagement and motivation and that all customers receive an engaging, positive and personalized response promoting Big Brothers Big Sisters.
- Assisted in effectively moving the volunteer from the point of first contact to active enrollment in a timely fashion.
- Responded to all parental calls of inquiry regarding the enrolled status of their children and ensured that all such inquiries receive prompt and informative response.
- Conducted criminal background checks and references for volunteers. Immediately brought to the attention of the management team any concerns surfacing during the reference checking which may influence the volunteer's enrollment process.
- Demonstrated that documentation of check-ins, issues discussed, surveys administered, and all communication or interventions completed are detailed, thorough, and written with excellence into the BBBSA national database or other relevant systems.
- Assessed individual needs for each match participant to assure a positive youth development experience for the child and successful and satisfying experience for the volunteer.
- Demonstrated high-level proficiency in applying child safety and risk management knowledge in working with children and families exposed to trauma, issues related to living in poverty and any other adverse experiences.
- Reviewed and revised strategic interventions to strengthen match relationships that require crisis intervention and extra support to continue remain strong.

**Big Brothers Big Sisters**  
***Inquiry Specialist***

**March 2020-May 2020**

- Organized 300+ volunteer inquiries

**Tacoma Pierce County Health Department**  
***CDC Project***

**August 2019-February 2020**

- Digitized 1600+ files using Envision Connect
- Worked with co-workers to complete assignments
- Proficient in Word and Outlook
- Attended monthly meetings and gave reports

**Big Brothers Big Sisters Mentoring Coordinator**  
***AmeriCorps***

**September 2018-June 2019**  
Olympia, Washington

- Supervised and coordinated programs in 6 schools and sites in Thurston County.
- Supervised children, teenagers, and adults at Nisqually Middle School, Salish Middle School, River Ridge High School, Boys & Girls Club of Olympia, Boys & Girls Club of Tumwater, and Boys & Girls Club of Lacey.
- Ensured timely and accurate collection of data required by the Big Brothers Big Sisters organization and proficient in MatchForce, Microsoft Word, Excel, PowerPoint, and Outlook.
- Recruited, enrolled, trained and matched over 30 new volunteer mentors in the program.
- Supported over 60 matches by providing additional training as needed, planned activities and a safe environment.
- Conducted group presentations and maintained relationships with local organizations and schools.
- Successfully completed match support on time.
- Completed 70+ adult and child interviews, assessments, and background checks.

**The Bridge Music Project Volunteer**

**May 2019-Present**

- Recruited by the CEO of The Bridge Music Project to mentor young musicians and help them create, write, record, and perform an original song.
- Sold merchandise at concerts, promoted the events, and supported all concerts.

**Hannah's Homecare**

***Transition Specialist***

**January 2012-January 2017**  
Tacoma, WA

- Provided aid to clients in the transition to assisted living homes through state contracted services.
- Supervised and cared for children as young as the age of 3.
- Managed employee schedules.
- Diffused and handled challenging cases of high tempered clients.
- Used excellent communication skills to understand the needs of the clients and to advocate for them.
- Worked full time and was available for on-call emergencies.
- Maintained office files of clients and employees according to HIPAA requirements.
- Provided contractual oversight and training to staff.
- Assisted with client resolution when clients presented concerns with service providers.
- Represented office in state meetings.
- Recommended employees for hiring based on initial interview.
- Utilized Microsoft programs to develop report templates for the office.

**REFERENCES:**

- Robert Kyler-GPS Supervisor 253-431-3598
- Moriah Candler-Big Brothers Big Sisters Supervisor 360-943-0409
- Chrissy Cooley-TPCHD Supervisor 253-649-1500