

Joy Dicus
Joy.Dicus@uky.edu

Summary of Qualifications:

- Experienced Supervisor/Director.
 - Directed multiple departments with individual responsibilities and expectations. Worked daily with a team of 6 Directors to ensure that the Child Welfare System was working together to support Permanency for Children.
 - Managed, Supervised and trained Data Services staff while assisting contracted agencies with Case related procedures.
 - Worked on unit with eleven other case managers, individually coordinating up to 35 cases at a time. Linked children and families with supports available from multiple community and government agencies.
- Computer Literate. Assisted with multiple database and platform implementations, including most recent Platform implementation and support for over 150k Users.
 - Created Data reports on a weekly bases,
 - Pulled, sorted and analyzed Database reports to reduce Federal errors. Proficient in Microsoft Office applications, including Microsoft Word, Excel, PowerPoint.
- Multi-Tasker. Able to manage multiple deadlines and tasks simultaneously while supervising, and able to prioritize tasks to maximize the well-being of children and families.

Education

2000-2005 Abilene Christian University, Abilene, Texas
Bachelor of Science in Sociology

Relevant Work Experience:

December 2019- Current

Distance Learning Associate, University of Kentucky Center for Innovation in Population Health

- Provides support for and executes project management and administrative tasks, including creating training courses; managing all training resources and curricula, monitoring the email support desk, and providing feedback to test takers
- Provides support for large groups of users through web trainings and additional one-on-one support for training classes in real time when classes are occurring.
- Collaborates with County and Statewide agencies to assist with implementation of users onto the Praed Foundation's online training platform.
- Manages the financial payments and processing of access to the online training platform. This includes creating the invoice, creating the system access and coordinating the payment for the online training platform.

July 2018- December 2019

Research Project Assistant, Chapin Hall at the University of Chicago

- Provides support for and executes project management and administrative tasks, including creating training courses; managing all training resources and curricula, monitoring the email support desk, and providing feedback to test takers
- Provides support for large groups of users through web trainings and additional one-on-one support for training classes in real time when classes are occurring.
- Collaborates with County and Statewide agencies to assist with implementation of users onto the Praed Foundation's online training platform.

- Manages the financial payments and processing of access to the online training platform. This includes creating the invoice, creating the system access and coordinating the payment for the online training platform.

October 2017-July 2018

Independent Contractor

- Contracted with the Praed Foundation to assist with the transition of their online training platform. This included assisting with creating the structure/layout of the data within the new platform and facilitating the user's transition to the new platform. This position required constant communication with the contact at the Praed Foundation to ensure the platform was performing as expected and there was no loss in information during the migration between the two platforms.

July 2012-December 2016

Director of Support Services, Eckerd

- Oversaw 5 Departments including The Background Screening Department; Revenue Management Department; Office Management Department; Records Department and Data Management Department. Throughout the Five Departments I oversaw 5 Supervisory Staff and 35 Support Staff. Maintained Policies and Procedures for each department, produced reports and monitored production of each department along with supporting each Supervisor with disciplinary action, Annual Reviews, and Daily Critical Tasks. Worked with 5 Case Management contracted Agencies to assist their Case Managers and Management with Reporting, Data Documentation and critical Federal AFCAR information.

May 2009- July 2012

Data Services Manager, Hillsborough Kids Inc.

- Oversaw 3 Supervisory Staff and 9 support staff.
- Assisted with Planning and implementation of Electronic Case files.
- Managed Data Reporting throughout the Organization; including creating reports through Multiple Data repositories, monitoring Dashboards for Quality Assurance, corresponded consistently with contracted agencies In regards to Data errors and issues.
- Served as liaison between Multiple Departments throughout the entire organization to define and document workflows and problem solve case or data related issues.
- Monitor data entry errors and address them on a consistent basis to ensure quality data reporting.
- Served as liaison between contracted agencies, Quality Management, and Data Services to ensure data is accurate and validated; answer data questions and resolve data issues.

September 2006- May 2009

Data Services Supervisor, Hillsborough Kids Inc.

- Supervised and trained staff regarding Data Services procedures including; Database training and updates, managing over 1000 physical and electronic files, Case closures, New cases, File tracking, producing legal file Discoveries, Case transfers, and Case audit preparation.
- Consistently worked with multiple Contracted Agencies with the build of a new Data Repository and procedures and updates in regards to that Data Base.
- Assisted in writing Policies and Procedures.
- Assisted with Multiple Contracted Agency working agreements
- Worked daily with Contracted agencies regarding Database assistance and training.
- Security Representative for Agency.
 - Managed Database accounts and Access for Employer and Contracted Agencies

June 2005- August 2006

Case Worker, Children's Home Society

- Job included identifying and assessing client and family needs of minors placed in care by the Department of Children and Families due to abuse or neglect by caregivers, with the ultimate goal of permanency. This included assessing risk of children on a continual basis, completing monthly home visits, testifying in court about the safety and permanency of the child and their placement, addressing new abuse reports, coordinating services with other agencies, writing case plans and assessing compliance with the case plan, providing support to children, parents, relatives and caregivers, removing and placing children.

2005 (January – May)

Intern, Child Protective Services in Abilene, Texas. (150 hours)

- I worked with the Sub-Care Unit, which dealt with the Foster and Adoption procedures of the agency. Duties included:
 - Accompanying Social Workers to the homes of biological and foster parents to gather and document information for guardianship and visitation rights cases.
 - Attending court hearings and trials concerning rejection or allowance of visitation to parents
 - Counselor at PEAKS camp, a camp for children who are about to age out of care (ages 15-18). This camp helped to educate them about what to expect in the working world, or in college.