

**Jennifer Ann Rizzo**  
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## **OBJECTIVE**

Compassionate Behavioral Health Professional seeking opportunity to use my exceptional organizational skills and talents in patient relations, education and advocacy.

## **EDUCATION**

- Associates in Arts, Chandler Gilbert Community College May 2014

GPA 3.5

- Bachelor in Psychology, Arizona State University, Anticipated May 2019

GPA 3.44

## **EMPLOYMENT**

Executive Director 4/2010 to 9/2017

The River Source

- Completed tasks related to the overall facility and program, while managing of patient behavior and supervising staff.
- Supervised patient participation in the program and assisted patients in benefiting from program services through the use of appropriate crisis prevention and de-escalation skills.
- Supervised and documented each shift on patient behavior and participation in programming and communicated pertinent patient information across shifts to other members of the multidisciplinary treatment team.
- Managed Accounts Receivable and Payable.
- Met or exceeded all regulatory requirements (federal, state, and local agencies) i.e. health department, environment, apartment food services.
- Met the needs of clients and family members. Productive and positive interactions.
- Oversaw local marketing. Handled two to five marketing visits per week with interventionist hospital case managers and social workers.
- Led a minimum of two staff meetings per week.
- Managed staff consisting of doctors, therapist, and behavioral health professionals.

Program Manager 8/2006 to 9/2007

Women In New Recovery

- Organized, directed and coordinated the operations of the WINR seven-month residential women's recovery program and residents' capacity of 70 in seven houses in Mesa Arizona.
- Oversaw compliance with guidelines and operated the program within an approved agency budget. Maintained contact with partners and community members relative to the service needs of WINR residents.
- Maintained safety, cleanliness and maintenance for interior and exterior of the property which included, but was not limited to, monthly, weekly and daily property inspections.
- Maintained accurate client and financial records and statistics.

- Provided onsite crisis intervention.
- Trained, coached and supervise staff assistants.

### **INTERNSHIP**

Billing Solutions, Prescott Arizona

01/2012 – 06/2013

- Assisted clients with insurance claims when longer treatment was recommended. Was able to maximize insurance benefits so clients could stay in treatment longer.
- Obtained authorizations for clients and treatment centers from insurance companies .
- Used knowledge from training in utilization reviews from previous employer.

### **COMMUNITY INVOLVMENT**

Yoga & Wellness at YMCA,

05/2011 – 02/2012

- Assisted child in group homes between the ages of 13 and 17 in activities to help with holistic healing
- Designed yoga and nutrition program.
- Utilized yoga training from former instructor.

### **ORGANIZATIONAL MEMBERSHIPS**

National Association of Alcoholism & Drug Abuse Counselors

06/2013 – 10/2016

- Member of a network of Addiction professionals that are committed to promoting the health and recovery for individuals in addiction recovery, utilizing skills obtained from previous employment.

### **TEAMWORK EXPERIENCE**

Obtained donations of floor tile to upgrade housing for treatment centers.

- Acting as team lead, we acquired enough tile to redo entire property of 7 houses for the not-for-profit treatment center.

Played on a charitable softball team as the pitcher.

- We reached our goal of \$10,000 to donate toward treatment for women with children.

Social Psychology team study

- We did a team study for research purposes to see how strangers reacted if we went up and hugged them.

Church Volunteer for Domestic Violence victims

- Worked with a team to get clothing donations for women and their children.

### **DIVERSITY EXPERIENCE**

WINR and kids program manager 8/2006 to 9/2007

14-month inpatient residential drug and alcohol treatment for pre-and postpartum women with their children.

- Responsible for six to ten patients at a time, writing treatment plans, obtaining housing, education employment, and outpatient treatment, and conducting monthly family sessions to help women to be able to support their children.

## **PROJECTS**

Property investment for group homes for individuals with substance abuse

- Observed the need for housing for patients that need help to reenter into the community. Researched analyzed and designed the ideal location and design of the houses.

Created a program for Extended Care for clients with co-occurring disorders

- As a team with my co-workers we researched evidenced based practices for patients with a dual diagnosis and created a structured intensive program that included holistic treatment; body, mind, and spirit.