

# Jenna Marthaller, MSW, CAPM

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## SUMMARY

Project Management Professional with hands-on experience working at the intersection of social work and project management to improve client outcomes and create meaningful change in the community. Hands-on Leader focused on working with diverse, cross-functional teams to identify and capitalize on new opportunities to increase operational efficiency and maximize project ROI.

## SKILLS

- **Project Management:** Leadership, Strategic Planning & Execution, Relationship Management & Development, Prioritization, Process Improvement, Cross-functional Collaboration, Staff Management, Training & Development, Coaching & Mentorship, Interdepartmental Alignment, Partnership Building, Stakeholder Engagement, Budgeting & Resource Allocation, Agile, Emotional Intelligence, Multicultural Awareness
- **Technology:** Microsoft Office, Google Workspace, Smartsheet

## EDUCATION & CERTIFICATIONS

- Master of Social Work with practicum in Macro Social Work, New York University
- Bachelor of Arts in Psychology, California State University Fullerton
- Certified Associate in Project Management (CAPM), Project Management Institute (PMI)

## WORK EXPERIENCE

### **Medical Social Worker, Providence Hospice LA County**

**August 2022 - August 2023**

- Managed 50+ patients and visited up to 18 patients weekly while serving as the point of contact for patients, families, and medical staff providing updates on end-of-life care, answering care questions, and delivering related resources.
- Optimized patient outcomes and improved satisfaction by conducting 300+ biopsychosocial assessments, designing 300+ individualized care plans, developing care goals, and researching community referrals for additional healthcare services.
- Reduced time to issue resolution for patients and their families by improving accessibility to additional caregiver funding, general care coordination, home-based and mobile services, and emotional and social support programs.
- Served as the social work SME strengthening interdisciplinary collaboration and performance by facilitating learning programs on mental health, family systems/dynamics, emotional and social support, active listening, and building rapport.

### **Clinical Consultant - Mental Health and Domestic Violence, The Child Center of NY**

**July 2019 - June 2022**

- Trained and educated child protective staff by leading 20 one-on-one consultations each week and workshops with 30+ staff each month on signs, symptoms, treatments, interventions, cultural awareness, stigmas, and family systems/dynamics.
- Developed a training program to drive the utilization of community-based services for crisis mental health, domestic violence, food insecurity, supportive housing, early childhood education, after-school programs, teen drop-in centers, etc.
- Optimized client outcomes, engagement, and resource utilization by developing tailored recommendations based on family and child needs, demographics, and location for community-based services and psycho-education support.
- Increased program effectiveness and reduced consultation cancellations by 25% by developing and implementing an appointment confirmation and rescheduling system with automated reminder emails and preparation recommendations.
- Served as a Subject Matter Expert on mental health, domestic violence, and community-based resources.

### **Clinical Consultation Program Intern, The Child Center of NY**

**September 2018 - April 2019**

- Entered and tracked clinical consultation data to ensure compliance and contribute to the program's mission of training child protective staff and assessing families regarding mental health, substance use, and domestic violence concerns.

### **Community Building Intern, Avalon Housing**

**September 2017 - April 2018**

- Successfully secured \$5,000 in funding to donate 150 backpacks to a back-to-school program by co-writing a grant proposal.

### **Program and Services Coordinator, The Children's Inn at National Institutes of Health (NIH)**

**January 2017 - July 2017**

- Led the program and services department through a period of restructuring while maintaining the continuity of high-quality services by aligning on role responsibilities and conducting training sessions on administration and operations.
- Launched new events and organized cross-functional department meetings with 100+ attendees, including the NIH-wide seasonal luncheon, to cultivate cross-team collaboration and identify opportunities to increase organizational impact.

## **SELECT PROJECTS**

### **Research Assistant, McSilver Institute for Poverty Policy and Research**

- Supported a study on an adaptation of Skills Training in Affective and Interpersonal Regulation (STAIR), which is designed to treat post-traumatic stress disorder and Parent-Child Interaction Therapy (PCIT) to enhance maternal and child well-being.
- Performed data entry and file auditing for 220 participants from across 4 years to ensure accuracy and legal compliance.

### **Secretary - Latinx Social Work Coalition, University of Michigan School of Social Work**

- Secured a \$17,000 grant award to fund 19 students' attendance at the 2018 Latino Social Workers Organization (LSWO) annual conference in Seattle, WA by co-writing a grant proposal to the University of Michigan School of Social Work.
- Led the development and execution of a robust event program to raise awareness and drive student engagement while researching and securing fundraising opportunities to support the Latinx community at the School of Social Work.