

SARAH DOWELL

EDUCATION AND CERTIFICATIONS

Certified Associate Counselor

AZ Board of Behavioral Health

National Certified Counselor

National Board of Certified Counselors

Masters of Counseling

University of Phoenix, Phoenix, AZ

Member of Chi Sigma Iota, Counseling Honor Society

B.S. Psychology (Minor in Family Issues)

James Madison University, Harrisonburg, VA

Member and contributing writer for JMU Psychology Club

EMDR Level One and Two (Currently Pursuing EMDR Certification)

EMDR Institute, Pacific Grove, CA

EMDR Performance Enhancement Training

David Grand, Phoenix, AZ

“Overview of the Community Colleges”

Rio Salado College, Tempe, AZ

SUMMARY OF WORK EXPERIENCE

(Details Following)

Counselor

Jewish Family and Children’s Service
Scottsdale, AZ

May 2002 - Present

Adjunct Professor

Gateway Community College

January 2003 - Present

Business Conference Coordinator

Mental Health Association of Arizona
Scottsdale, AZ

December 2001 - May 2002

Information and Referral Specialist

Mental Health Association of Arizona

October 2002 - May 2002

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Scottsdale, AZ

Masters of Counseling Intern November 2001-June 2002
Prehab of Arizona
Mesa, AZ

Software Trainer August 2001-October 2001
TeamOne USA Inc.,
Scottsdale, AZ

Assistant Manager January 1999-February 2000
Ultimate Dive and Travel
Scottsdale, AZ

Sales Representative January 1997 -March 1998
Dudley Martin
Manassas, VA

Sales Representative January 1997-March 1998
Jim McKay
Fairfax, VA

Community Specialist May 1996-December 1996
Braley and Thompson Inc.,
Fairfax, VA

Case Management Supervisor January 1995-June 1995
Serve Inc.,
Manassas, VA

Clinical Studies Unit Intern January 1995 to June 1995
Western State Psychiatric Hospital
Staunton, VA

DETAILED WORK EXPERIENCE

COUNSELING EXPERIENCE

Counselor, Jewish Family and Children's Service

- Provide individual, couple, child, and family counseling utilizing a strength-based approach.
- Provide EMDR therapy to supplement primary behavioral health providers' treatment of clients, including those diagnosed with PTSD.
- Perform initial evaluations to assess client eligibility for services, complete treatment plans, and complete required Value Options intake documentation and assessments.

- Assist in the facilitation of a psycho-educational group to facilitate increased coping and social skills for the seriously mentally ill.
- Identify in-home services needed and coordinated with family consultants to provide in-home interventions that would promote client progress and treatment completion.
- Coordinate with primary care physicians, therapists, teachers, case-managers, child protective service workers, parole officers and other providers to promote coordination of care for clients.
- Regularly staff cases with the clinical team to ensure team involvement, wraparound care, and compliance with clinical and agency best practices.
- Utilize NextGen™ and MicroMed™ software to comply with best practices in maintaining and documenting medical records.
- Chosen to represent JFCS Scottsdale as a NextGen™ Computer Committee member in order to ensure NextGen™ compliance with Value Options policies and procedures regarding documentation and service planning.
- Coordinate with Computer Committee to update, edit, and test NextGen™ software to ensure that it met the needs of providers and clients.
- Update Computer Committee regarding updates required to maintain NextGen's usability.

Counseling Intern, Prehab of Arizona

- Provided individual, couple, child, and family counseling utilizing a strength-based and family systems approach.
- Led a therapy group for parents and boys diagnosed with ADHD, Reactive Attachment Disorder, and Bipolar Disorder.
- Led a social skills therapy group for boys ages 8-11 years old
- Regularly staffed cases with the clinical team to ensure team involvement and compliance with clinical and agency best practices.
- Provided case management services and coordinated client care with primary care physicians, therapists, case-managers, teachers, child protective service workers, parole officers and other providers

Information and Referral Specialist, Mental Health Association of Arizona

- Screened, counseled, and provided referrals for those attending educational events during "National Depression Screening Day" and "National Anxiety Screening Day."
- Networked and established relationships with agencies and providers to create a database of resources for clients in need of mental health services.
- Provided over 300 referrals per month to clients requesting resources in person, by email, by phone, and by mail.
- De-escalated and stabilized clients in crisis while coordinating with the police department, mobile crisis teams, and emergency medical technicians.

Community Specialist, Braley and Thompson

- Supervised family visits with, submitted observations, and suggested interventions to therapists and team members.
- Served as a liaison between therapists, foster children, foster and biological parents, and community agencies.
- De-escalated and stabilized children and families in crisis while coordinating with mobile crisis teams, therapists, and community agencies.

Case Management Supervisor, Serve Homeless Shelter

- Supervised 3 shift managers and 3 case managers while providing case management services for low-income members of the community.
- Implemented employee focus groups to review case management policies and procedures.
- Developed needs assessments and mental status assessments to evaluate potential residents on initial evaluation.
- Monitored residents' progress via weekly case management meetings with residents and their families.
- Conducted shelter meetings with residents and staff to ensure compliance with shelter policies and procedures.
- Organized and documented client progress notes, staff notes, and monitored client medications.

TEACHING/TRAINING EXPERIENCE

Adjunct Professor, Gateway Community College

- Teach Psychology 101 to community college students enrolled in business, nursing, and general education programs.
- Create the curriculum, develop the syllabus, track student progress, develop tests, identify guest speakers, and educate students utilizing power point, lecture, and in class activities.

Business Conference Coordinator, Mental Health Association of Arizona

- Educated mental health consumers regarding mental health and community resources via public speaking engagements.
- Developed the curriculum and trained staff members on identifying, de-escalating, and coordinating services in client crisis scenarios.
- Created learning objectives and educated newly recruited volunteers on Arizona's public health system and information and referral procedures.
- Determined topics based on potential attendee interest, developed learning objectives, created syllabi, identified appropriate speakers, created an evaluation system, and coordinated the first conference entitled "Best Practices In Mental Health and Employee Wellness."
- Identified and engaged in public speaking and public relations opportunities to establish agency relationships with mental health providers, human resource directors, insurance brokers, and employee assistance professionals.

Counseling Intern, Prehab of Arizona

- Facilitated psycho-educational and therapeutic groups focused on developing social skills and parenting skills.

Software Trainer, TeamOne USA

- Founded a software consulting company that focused on customizing ACT! Software and providing software training to new end-users.
- Created additional learning objectives and coursework to supplement existing training materials provided by ACT! software.
- Contracted by Interact Commerce Corporation, the makers of ACT! software, to provide three-day comprehensive trainings to new users of ACT! software including managers, salespeople, and network administrators.

Assistant Manager, Ultimate Dive and Travel

- Educated new employees about safety procedures, company policies and procedures, merchandise, retail software, and dive training.

Sales Representative, Dudley Martin

- Developed learning objectives and taught newly hired sales representatives sales techniques including closing skills, customer retention, product lines, and corporate policies and procedures.

Sales Representative, Jim McKay

- Created learning objectives and taught newly hired representatives sales techniques including closing skills, customer retention, product lines, and corporate policies and procedures.

Case Management Supervisor, Serve Homeless Shelter

- Revised the learning objectives and curriculum for the training entitled "Daily Living Skills" to better meet the immediate needs of shelter residents.
- Developed and implemented presentations to educate community agencies and mental health providers about shelter programs.

Clinical Studies Unit Intern, Western State Psychiatric Hospital

- Facilitated psycho-educational groups including social skills, coping skills, current events, and relaxation techniques for residents and staff.

SALES EXPERIENCE

Sales Representative, Dudley Martin

- Earned January 1998 sales award for top producer.
- Increased sales and profit objectives in a highly competitive environment.

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- Improved dealership's client satisfaction rating by over 15% based on customer feedback.

Sales Representative, Jim McKay

- Increased sales and profit objectives in a highly competitive environment.
- Maintained an 80% closing ratio with 95% purchasing within their second visit.

ACCOMPLISHMENTS

- Feedback provided by attendees to the conference entitled "Best Practices In Mental Health and Employee Wellness" showed significant support. As a result, funding was obtained for next year and a consortium of businesses and mental health providers was created to promote corporate wellness.
- Obtained a Masters of Counseling degree and EMDR Level One and Two while working full-time.

SPECIAL SKILLS

- Combine counseling, training, and sales experience to obtain buy in and commitment regarding treatment objectives.

REFERENCES

- Neil Weiner, PhD
Adjunct Professor, Psychologist, and my former counseling supervisor.
1525 E. Baseline, #23, Tempe, AZ 85283
480-491-5770

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- Lynne McClure, PhD
Adjunct Professor and Workplace Violence Consultant for whom I perform contractual work.
P.O. Box 40637, Mesa, AZ 85274
480-829-6801
- Julie Jennings, CMFT
Clinical Director for Jewish Family and Children's Service of Scottsdale and my current employer.
7434 E. Stetson Dr., #160, Scottsdale, AZ 85251
480-994-8477
- Tony Floda, PhD
Adjunct Professor, Clinical Director for Prehab of Arizona, and my former counseling supervisor.
1655 E. University Drive., Mesa, AZ 85203
480-969-6955