

# Jessica Lauren Manning, LCSW

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## **Experience**

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### **CLINICAL SOCIAL WORKER 3 | UCSD CANCER SERVICES | OCTOBER 2023 – PRESENT**

- Work within the UCSD Comprehensive Breast Health Clinic primarily with patients diagnosed with breast cancer to provide psychosocial support, resources, and guidance for patients and their families through all stages of diagnosis and care.
- Lead support groups for women living with breast cancer and participate in clinic initiatives to address breast cancer specific needs.
- Collaborate directly with multidisciplinary medical team to ensure quality care including medical and surgical oncologist, nurse case managers, infusion nurses, and additional supportive team members.
- Provide short term supportive counseling utilizing motivational interviewing techniques and connecting patients and families to long term mental health providers as needed.
- Conduct full psychosocial assessments and provide appropriate interventions and resources including but not limited to supportive counseling, mental health resources, UCSD specific resources, and greater community resources within San Diego as well as breast cancer community.
- Provide practical assistance to patients and families to access healthcare and to cope with cancer while meeting life demands.
- Facilitate Medical Aid in Dying for qualifying patients with terminal illness.
- Participate in various work groups and social service department projects to improve upon system processes.
- Train and supervise graduate social work interns
- Complete all mandatory reporting requirements and strictly followed HIPPA protocols to maintain client confidentiality.

### **CLINICAL SOCIAL WORKER 3 | UCSD INPATIENT | SEPTEMBER 2021 – OCTOBER 2023**

- Responsible for inpatient case management of primarily oncology patients with a focus on discharge planning, crisis intervention, supportive counseling, and connecting patients to community resources.
- Managed daily caseload of 36 primarily oncology patients who are receiving inpatient chemotherapy or presenting with symptoms of worsening disease progression.
- Worked closely and collaboratively with interdisciplinary team including but not limited to; physicians, nurses, case managers, palliative team, and rehab to ensure wholistic approach to patient care and safe discharge planning.
- Completed psychosocial assessments and provide psychosocial support for patients and families.
- Assessed for overall coping with diagnosis and provide crisis intervention, supportive counseling, grief counseling to both patients and families as needed.
- Assessed for patient safety and provide appropriate community resources specific to individual needs including but not limited to Medi-Cal transportation services and IHSS, LJFH and Bannister House, American Cancer Society resources, Leukemia and Lymphoma Society, Veteran Administration, housing, State and Federal Disability, PFL/FMLA, substance use, and mental health resources including 24Hr Access and Crisis Line.
- Facilitated completion of advanced directives and POLST, and refer to services to assist with trusts, wills, and DPOA.
- Completed mandated reporting responsibilities to Adult Protective Services, Child Welfare Services, OMBUDSMAN, and law enforcement as needed.
- Worked closely with greater social work team and provide case collaboration and cross-coverage support.

## **BEREAVEMENT COORDINATOR| HOSPICE OF THE SOUTH COAST | JANUARY 2020 – SEPTEMBER 2021**

- Responsible for development, management, and coordination of all grief support programs and services for Hospice of the South Coast patient, families, partners, and greater community.
- Implemented and coordinate 13-month bereavement program for over 400 families of diverse socioeconomic and cultural backgrounds, who have lost a loved one while on hospice services, and initiate discharge planning upon completion of program.
- Provided grief counseling and conduct various forms of monthly contacts including phone calls, in-home visits, video calls, support groups, and grief mailings.
- Provided crisis interventions for patients and families experiencing crisis such as suicidality, substance abuse, inter-partner violence, adult abuse, financial abuse, and homelessness.
- Worked closely with interdisciplinary team consisting of physicians, nurses, certified home health aids, chaplains, and volunteers to provide comprehensive pre-bereavement and bereavement services to patients and families.
- Completed all mandatory reporting requirements and strictly followed HIPPA protocols to maintain client confidentiality.
- Provided routine and as-needed assessments including screening for complicated grief, depression, and suicidality; refer to the appropriate resources and services based on assessment and identified needs.
- Developed community partnerships throughout San Diego County and provide grief support to the greater San Diego community.
- Provided ongoing training, education, and supports regarding anticipatory grief, end of life process, and grief throughout the first year of loss to staff, patients, families, and community partners.
- Responsible for the development of organizational tools designed to track an individual's progress through the various stages of bereavement program to ensure accuracy, adherence to care plans, and to meet regulatory requirements.
- Facilitated additional services of Hospice of the South Coast including We Honor Veterans program with a focus on increasing staff's knowledge of veteran specific needs, including but not limited to trauma-informed care, PTSD, and review of veteran specific resources.
- Facilitated the development of company policies and procedures including but not limited to suicide prevention and intervention policy and discharge planning policy.

## **CASE MANAGER |HOSPICE OF THE SOUTH COAST | JULY 2018 – JANUARY 2020**

- Responsible for intensive case management services to clients diagnosed with terminal illness as well as to their families and caregivers.
- Arranged and develop plans of care to enhance patient's quality of life through counseling, resource identification, and facilitating communication with loved ones.
- Assessed for client and family capacity to cope with terminal illness and death, and provide subsequent counseling specific to individual and family unit.
- Provided education to patients, families, and service providers on the hospice paradigm, comfort care, and the natural disease progression specific to the individual being served.
- Assisted with coordinating Medical Aid in Dying.
- Assisted in connecting with legal aid, end of life planning, and facilitate the completion of documents such as advanced directive, POLST, with referrals re POA, living will/trust.
- Provided referrals to community resources for identified needs including but not limited to; Medi-Cal/Medicare, IHSS, Social Security, housing for homeless, skills nursing facilities, mortuaries, community support groups, meal

distribution organizations, transportation services, and other various organizations that meet the needs of the patient.

- Developed and coordinate plan of care as part of multidisciplinary team including physicians, certified home health aids, chaplains, and volunteers.
- Assisted with placement in skilled nursing facilities, assisted living communities, and board and care facilities.
- Performed monthly home or facility visits and complete the subsequent required documentation in compliance with state and agency regulations.
- Strictly followed HIPPA to maintain client confidentiality and completed mandated reporting responsibilities to the appropriate agency.

### **HEALTH VOLUNTEER | PEACE CORPS, GHANA | FEBRUARY 2016 – APRIL 2018**

- Lived and worked in rural community clinic in Nabari, Northern Ghana as a Health Volunteer.
- Implemented resourceful, solution focused approach while working closely with translators, Ghana Health Service personnel, and NGOs to accomplish set goals with limited resources.
- Selected to be a trainer for 2017 and 2018 incoming Peace Corps Health Volunteers spanning over 20 weeks of training to over 44 volunteers of various socioeconomic backgrounds, and to over 40 Ghanaian community coworkers, with the responsibilities including development of session plans, the facilitation of technical trainings on various topics regarding water and sanitation, mother and child wellness, malaria, and HIV/AIDS.
- Developed and facilitated programs through the local schools and camps for the community youth including: gender, youth development, reproductive health education, construction of reusable menstrual pads, safe sex education, prevention of teenage pregnancy, malaria education and prevention, and the distribution of long lasting insecticide treated bed nets to all the students in the community.
- Established a women's group to assist in increasing business literacy and management, as well as developed income generating projects to increase the financial autonomy of women in the group.
- Facilitated nutrition education with an emphasis on exclusive breastfeeding for the first six months and enhanced nutritional complimentary feeding afterwards.
- Increased sanitation of the community by facilitating the construction of 14 soak away pits through the engagement and mobilization of key community members.

### **CASE MANAGER | REGIONAL CENTER, EAST BAY | DECEMBER 2014 – JANUARY 2016**

- Responsible for case management services to over 80 clients with multiple developmental disabilities, dual diagnosis, and of various socioeconomic backgrounds placed in care homes.
- Facilitated planning process and development of the legally binding Individual Program Plan (IPP) for clients with developmental disabilities, and ongoing monitoring and evaluation of the services provided.
- Collected information from collaterals for investigations of abuse and neglect, assessing risk and safety factors, and accurately completed Adult Protective Service reports.
- Coordinated and supported the implementation of the client's plan and evaluating when a need exists that can only be met by RCEB authorized funding.
- Advocated on behalf of clients to protect their rights under the law and ensured informed consent procedures were implemented at all stages of servicing clients, as well as working with Medicaid, Medicare, and Social Security Insurance to ensure clients remained eligible for benefits
- Worked with clients to develop skills necessary for independent living, community integration, employment, behavioral modifications, etc.
- Conducted home inspections to ensure compliance with community care licensing regulations.
- Investigated to resolution client complaints regarding quality of care providers and community care facilities.
- Strictly followed HIPPA protocols to maintain client confidentiality.

## **CASE MANAGER | CALIFORNIA MENTOR| SEPTEMBER 2013– NOVEMBER 2014**

- Coordinated care for adults with multiple developmental disabilities and dual diagnosis placed in family care homes and connected clients with community and state resources.
- Met with clients on a weekly basis to ensure proper care was provided and client psychiatric and physical needs were met as well as to identify any immediate or potential risk by conducting health and safety assessments to ensure homes were within regulations.
- Corporate trainer providing group education for care providers regarding the essential information needed to provide appropriate care for clients with developmental disabilities, Title 17 regulations, and California state compliance, and conducted multidisciplinary team meetings and viewed each case through a biopsychosocial paradigm.
- Conducted as needed assessments to evaluate client financial management and medication administration management abilities in order to facilitate client's progress toward independent living.
- Responsible for 24-hours on-call coverage providing crisis intervention during emergency situations

## **Education**

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***LICENSED CLINICAL SOCIAL WORKER | SEPTEMBER 2021 – CURRENT***

***MASTERS OF SOCIAL WORK | MAY 2013| SAN DIEGO STATE UNIVERSITY***

***BACHELOR OF ARTS- ANTHROPOLOGY | JUNE 2010| UC SANTA CRUZ***

## **Skills & Abilities**

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- Psychosocial assessment and appropriate intervention
- Supportive counseling, motivational interviewing, grief counseling
- Work effectively and collaboratively as part of multidisciplinary team
- Problem solving, conflict resolution, de-escalation skills, and effective communication
- Poised under pressure with ability to triage and prioritize needs
- Work effectively with clients of various socioeconomic, cultural, ethnic, and educational backgrounds
- Utilize solution focused approach to enhance and improve upon organizational processes as related to social work role