

LANGUAGE PROFICIENCY

Native proficiency in Cantonese and fluent in Mandarin.

PROGRAM EXPERIENCE

Provide case management services to limited-and non-English speaking refugees, immigrants and their families. Responsible for developing and implementing job training options and programs, and/or provide job preparation, job development, job placement and follow-up services for enhancing acculturation and successful employment for immigrants and refugee clients, with the goal of promoting economic and social self-sufficiency. Participate in community outreach activities, recruitment and networking. Produce statistical data for reporting purposes.

SIGNIFICANT ACCOMPLISHMENTS

- Member of National Language Service Corps
- Adult and Child CPR certified
- Standard First Aid certified
- Notary of Public, State of Hawaii January 2009-January 2021
- Completed Early Childhood Classes through PACE Program

EMPLOYMENT HISTORY: Child & Family Service: June 2004-December 2020

Child and Family Service, Honolulu, Hawaii (August 2014-present)

Bilingual Case Manager, Employment Program for Immigrants and Refugees

- Conducts outreach to the community and recruit clients.
- Establishes and maintains contact with prospective employers, public and private agencies, and associations to develop job opportunities for clients.
- Provides individual and group training in job preparation in prepare clients for interview to increase the possibility of job offer.
- Provides job development, job placement, and follow-up services for enhancing acculturation and successful employment for clients.
- Provides case management services to improve the social and psychological functioning of clients.
- Assists in preparing monthly billing reports and quarterly performance report to distribute to manger and State department.

Child and Family Service, Honolulu, Hawaii (February 2017-present)

Resident Manager, Transitional Apartment Program

- Assists clients in preparing a transitional plan for long term housing.
- Provides case management to improve the social and psychological functioning of clients and their children.
- Provides linkage and makes referrals to community resources.

Child and Family Service, Honolulu, Hawaii (June 2009-August 2014)

Specialist I, Parentline/Homereach Program

- Supported and problem-solve parenting challenges and child and adolescent behavior and development issues both on the phone and through home visiting service.

- Educated clients on a wide variety of topics, including child development, stress management, parenting, nurturing and family life to meet client needs.
- Provided linkage and made referrals to community resources.
- Assisted families, through advocacy or concrete help, to negotiate systems to receive needed services.
- Provided transportation to medical, legal and social service appointments as needed. Performed administrative tasks related to caseload such as progress notes, service plans, mileage and miscellaneous reports in a timely manner.
- Conducted outreach to community events, fairs and collaboration with community agencies and service providers to recruit and assist clients.

Child and Family Service, Honolulu, Hawaii (June 2009-June 2012)

Bilingual Case Manager, Employment Program for Immigrants and Refugees

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- Provided individual and group training in job preparation in prepare clients for interview to increase the possibility of job offer.
- Provided job development, job placement, and follow-up services for enhancing acculturation and successful employment for clients.
- Provided case management services to improve the social and psychological functioning of clients.
- Assisted in preparing monthly billing reports and quarterly performance report to distribute to manger and State department.

Child and Family Service, Honolulu, Hawaii (June 2008-June 2009)

Child Development Specialist

- Provided direct in-home support services to adoptive families, legal guardianship and custodial families.
- Educated families on parenting skills and assisted them in school meetings and making referral to appropriate agencies.
- Assisted and supported community events of adoptive families, legal guardianship and custodial families.

Child and Family Service, Honolulu, Hawaii (June 2004-June 2009)

Adoption Coordinator, Adoption Department

- Assisted in conducting initial consultations and group orientations for prospective adoptive parents.
- Processed adoption application dossiers and reports, ensuring all governmental requirements are met.
- Assisted clients with immigration process on international adoption and assisted plan, coordinated and supported special activities of adoptive families.

EDUCATION

University of Hawaii

Bachelor of Science in Travel Management Industry

Kapiolani Community College

Associate in Liberal Arts

Charlotte Huang

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