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# JAMES HOWARD

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**Clinical Service Leadership • Program Management • Behavior Services • Reports Generation  
Staff Training and Development • Management and Business Administration  
Data Analysis and Research • Candidates Interviewing and Screening  
Customer Service Orientation • Organization  
Budgeting • Process Administration  
Treatment Planning**

**Ability to supervise, train, hire and provide leadership for clinical staff members; overall clinical operations management.**

Working as a Clinical Supervisor, I maintained the daily operations of the health programs and held responsibility for the day to day supervision and clinical coordination of the team. With my strong team leadership and communications skills, I provide clinical consultation to staff working with difficult clinical situations and suggest appropriate clinical interventions. I can successfully handle daily coordination and oversight of program operations and program activities and ensure the timely submission of all external and internal program reports. In this position, I trained and evaluated the performance of program staff by using a tiered delivery model. I prepared a program budget and monitored the program revenues and expenses. I have proven myself as highly competent in staff recruitment and supervision, budgeting, and workflow oversight. Due to my solid knowledge of human resources management policies, I proficiently assist in the hiring, orientation, and evaluation of staff. I confidently managed the overall operation of services and patient care, including financial management, quality assurance, safety risk management, and facility maintenance. I developed procedures for evaluating the effectiveness of the program's treatment process to assure the program goals and objectives, patient needs and compliance with all applicable quality standards were met.

**Knowledge of and administrative experience in program planning and implementation.**

With my comprehensive experience in the healthcare industry, I proficiently oversee overarching administrative and business operations, including responsibilities pertaining to staff, processes, budgets, and improvements. Throughout my career, I performed a variety of administrative duties that included writing reports, making appointments, keeping the database and billing updated. I am a person who can handle a number of tasks and ensure that the desired work is done at the right time. With abundant experience overseeing exceptional patient services and support in diverse healthcare settings and roles, I excel at communicating with cross-functional staff while facilitating optimal accuracy. I am skilled in developing staff schedules to optimize workflow and staff performance. I also possess excellent delegating skills and I have the ability to work on multiple tasks while maintaining efficiency.

**Ability to organize, manage, promote and thoroughly evaluate a behavioral health program.**

During my tenure, I have gained experience in working with different mental health issues and assisting patients in formulating treatments. As a true professional, I successfully manage oversight of all behavioral health activities ensuring high quality and consistent service that results in optimum outcomes. Assessing needs, reinforcing desirable behaviors, and communicating with family members are just a few of the tasks I perform helping patients to overcome difficulties and stressors and improve their behaviors and social skills. Working with all age brackets, I have helped hundreds of patients find the causes for their behaviors, and worked through solutions that are customized to their problems. I proficiently administer development assessments, track progress via graphs and data collection, monitor maladaptive behaviors, and lead necessary behavior interventions. My diligent work earned me a lot of appreciation and I was recognized as a dynamic, compassionate, and well-qualified professional who is a people-/service-focused Certified Behavior Analyst since 2013.

Overall, I acquired valuable professional skills that I will be more than glad to apply in future.