

The New Professional: An Introduction For The Human Services Worker

Jonathan Burns

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HUMAN RESOURCES GENERALIST

- Certified Professional in Human Resources (CPHR) with additional state certification in California (PHR®) offering an HR career distinguished by commendable performance and proven results.
- Extensive background in HR generalist affairs, including experience in employee recruitment and retention, staff development, selection, conflict resolution, benefits and compensation, HR record management, HR policies development and legal compliance.
- Demonstrated success negotiating with various companies, developing teambuilding programs and writing personnel manuals, corporate policies, job descriptions and management reports.

HR SKILLS

- HR Department Startup
- Staff Recruitment & Retention
- Orientation & Onboarding
- Employment Law
- Employee Relations
- HRIS Technologies
- FMLA/ADA/EOC/DFWC
- Alternative Dispute Resolution
- Training & Development
- Mediation & Arbitration
- Benefits Administration
- Performance Management
- HR Policies & Procedures
- HR Program Management
- Organizational Development

PROFESSIONAL EXPERIENCE

ABC COMPANY — Saratoga, CA
Provides voice and data communications systems for small and mid-sized companies.

HR Generalist, 2008 to Present

Recruited to help open new company branch in Saratoga, guiding the startup and management of a full spectrum of HR operations, systems and programs. Worked with senior management to create HR policies and procedures; recruit employees; create group benefits database; and develop orientation, training and incentive programs.

Key Results:

- Played a key role in securing the successful launch of Saratoga office. Structured and implemented program and policies in the areas of training, compensation structure, benefit packages, incentives and new employee orientation.
- Fostered a teamwork environment conducive to positive dialogue across the organization. Personnel affairs were cited as the driving force behind branch's employee retention rate of 98% within an industry where high turnover is the norm.
- Negotiated approximately \$0 salary offers and dozens of sign-on bonuses; reduction package amount at 50% the accepted and contract amount.
- Brought workers' compensation programs into full compliance, instituted preferred providers list and trained managers and associates on procedures to follow in case of injury.
- Cut benefit costs by 14% by negotiating favorable contract and ensuring that company did not pay for benefits for retired employees who were ineligible.
- Wrote employee manual covering company policies, disciplinary procedures, code of conduct, FMLA policy and benefits information.
- Introduced company's first formal performance review program, creating a flexible and well-received tool that was adopted company-wide.
- Revised job descriptions across all levels and 217 categories. "Shadowed" and interviewed employees to construct an accurate picture of the duties and skills required for each position.

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PROFESSIONAL EXPERIENCE (continued)

DEF COMPANY — Saratoga, CA
Leading home healthcare company employing 4,800 professionals.

HR Representative, 2005 to 2008

HR Assistant, 2004 to 2005

Personnel role filled a broad range of HR functions, including recruiting and training employees, administering benefits, overseeing disciplinary actions and managing HR records. Co-chaired annual fair-employment meetings, resolved conflicts between employees and insurance carriers, coordinated health fairs to promote employee wellness and performed exit interviews.

Key Results:

- Trained 25 member management team on interviewing techniques and best practices, conducting workshops and creating success that contributed to rapid hiring decisions.
- Co-developed company's first standardized disciplinary procedure and tracking system that isolated company from legal risk and ensured consistent and fair discipline processes.
- Devised creative and cost-effective incentive and morale-boosting programs (including special events and a tiered awards structure) that increased employee satisfaction and productivity.
- Formatted new-hire orientation program to include HR information and company resources.
- Saved company thousands of dollars every month by reducing reliance on employment agencies. Brought the company off-boarding/recruiting functions in-house to reduce billable hours from 2007 to less than 18 per month.

EDUCATION & CERTIFICATIONS

CALIFORNIA STATE UNIVERSITY — Saratoga, CA
Bachelor of Arts (BA) in Psychology (with honors)

Worked during college as a sales rep and team supervisor for ABC Retail Store.

HR Designations:

- PHR® (Professional in Human Resources - California)
- PHR® (Professional in Human Resources)

OF NOTE

Professional Development:

- Completed ongoing training in the areas of compensation and benefits, employee and labor relations, laws of business, workers' compensation and workplace safety/security.

Affiliations:

- Society for Human Resources Management (SHRM)
- Staffing Management Association (SMA) of Southern CA

Computer Skills:

- HRIS applications (iClio, PeopleSoft Enterprise Human Resources, JDEP)
- MS Office (Word, Excel, PowerPoint, Access, Outlook)

Full-Text Paper (PDF): Introduction to human services. Roles and Activities of the Human Service Professional The Generalist Activities The Faces of Welfare to Work Evaluation of New Settings for Human Service Delivery helping process, the work with diverse clients, and the professional roles and concerns of the professional identity and developing skills as a human service professional. Syllabus .. Begin a new thread an introduce yourself. Additionally .When you ask why do I want become a Human Service Worker and my first semesters at CityTech I had my Intro Human Service class, after.Results The best-selling Introduction to Social Work takes students to the root of the social work profession by covering its history, practice settings, and.Course Description: Overview of career opportunities in the human services field. . to Times New Roman; Proofread and have others proofread your work.Human services professionals work with diverse cultures in many different . Introduction to Human Services Jeffrey, "A Human Services Professional is . the New Hampshire Department of Health and Human Services was notified of an.Introduction The field of Human Services (HMSV) has evolved and emerged as a Barriers to Counseling among Human Service Professionals: The Identify, Intervene, and Advocate: Human Services Workers' Role in Youth Sex Trafficking . of the journal realized that new issues quickly arise and sometimes challenge.The Nonprofit Career Guide: How to Land a Job That Makes a Difference This item:An Introduction to Human Services by Marianne R. Woodside .. Essentials of Human Development: A Life-Span View (New 1st Editions in See and discover other items: intro to sociology, introduction to r, introduction to social work.human services, labourforce, professional recognition, social work. Introduction. The Australian welfare state is undergoing significant restructure associated.Syllabus: HMS Introduction to Human Services (Rev 8/10) Students will explore themselves as potential human service professionals. In order for late work to be considered for a grade, students must notify the instructor by The research essay must be typed, double-spaced, using Times New Roman point font.by helping them learn new skills or by recom- mending the duties of human service workers and the types of .. meets state and federal criteria for service pro-.Start studying Intro to Human Services - Chapter 6. a human service professional who focuses on direct services to the client. vs administrator. generalist.Discipline that helps HS workers understand elements of life that affect living and the Establishing links among human service professionals and agencies to . New Deal. Goals of the _____ 1. To provide short-term aid to those who.The Human Services Worker Certificate of Achievement the profession of social work is expected to increase more than the average for all other occupations.The Human Services field is closely related with the Social Work occupation work is a must-have, especially if you plan on building a career for on to the next step of earning a bachelor's in social work and then a Career Accounting Certifications at a Glance An Introduction to Trade Show Marketing.Introduction. 1 remarkable that so many human services professionals stick to it , year after .. skills, and

attitudes necessary to successfully work in new ways?.The next paragraph introduces Beth Bruce, a human service professional with a The second value of human service work is tolerance: the helper's ability to be .

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