

# **TERRI SHIELDS**

**Pittsburgh, PA 15207 | Jadahouse833@gmail.com | 412-251-3014**

## **SUMMARY OF QUALIFICATIONS**

A proven leader and visionary with innovative management skills, a passion for people, and the pursuit of lifelong learning. An organized, goal-oriented, team player with excellent communication, facilitation and training skills, and a keen ability to manage several projects simultaneously.

---

## **EDUCATION**

<b>Master of Business Administration, Leadership Program</b>	Carlow University	2022-Present
<b>Master of Science in Psychology,</b>	University of Pittsburgh, 12 credits earned	
<b>Bachelor of Arts, Communications,</b>	Carlow University	2012
<b>Associate of Science,</b>	Community College of Allegheny	2002

---

## **PROFESSIONAL EXPERIENCES**

**Workforce Specialist Supervisor, UPMC Health Plan** **2014-Present**

- Determine staffing requirements, interview, hire and train new employees.
- Monitor the implementation of policies, goals, and conferring with executive staff.
- Define unit goals; priorities, schedule work assignments and provide leadership and guidance.
- Conduct annual reviews for employees, develop improvement plans, and evaluate progress.
- Oversee workforce development projects from development to implementation through evaluation.
- Provide positive leadership skills while engaging with the department staff.
- Collaborate with management (business owners) to ensure department goals are being achieved.
- Development of process improvement scheduling when campaigns and blaster were operating.
- Oversee daily PTO calendar for time off, tardiness, and call offs.
- Responsible for PTO approvals and management alerts.
- Responsible for distributing daily workload count to staff members.

**Founder & Director, JADA House International Inc.** **2014-Present**

- Develop curriculum and facilitate weekly adult and teen sessions with Hazelwood residents.
- Creative teen group discussions, social skills, arts and crafts, public speaking workshops, and attend various trips.
- Creative adult group encouragement sessions, and uplift and inspire women empowerment.
- Oversee budget planning for annual events in the community.

- Recruit and mentor program volunteers, building up servant leaders in their homes and communities.
- Implement innovative fundraising initiatives to ensure sustainability of programs and services.
- Collaborate event planning with community and non-community organizations as well as local government to host annual events which include Blast Off (backpack and school supply give away), Senior Luncheon (senior citizen population), Love Gift Giveaway (toy drive).
- Meal Prep Coordinator who prepared wholesome meals to residents of Hazelwood.

**Community Chair, Greater Hazelwood Community Collaborative**

**2019-2021**

- Chair representative of the Hazelwood-based organization.
- Convenes and presides over regularly scheduled GHCC meetings with 40 community and non-community members.
- Serve as the official spokesperson for the GHCC.
- Appoints various standing, special, and nominating committees.
- Engages with various community projects as well as collaborating with various universities and business contractors to prevent gentrification and displacement in the community.
- Engaged with CMU Center for Shared Prosperity, participating in conversations regarding injustices faced by Black and brown populations within the city of Pittsburgh.
- Engaged with COL (Center of Life) C3 Cohort regarding education, social injustices, and employment within our community.
- Engaged in conversation and participated in the committee about community housing renovation to prevent displacement and gentrification.
- Engaged in Art committees to enhance the beauty of the Hazelwood community by designing bus shelters to creative sculptures.
- Chaired a committee which involved conversations and input regarding Hazelwood Green, facilitating community engagement, and discussions on specific needs of residents of the community.

**Call Center Supervisor, UPMC Health Plan**

**2011 - 2014**

- Responded to emergency situations by following specific protocol including means such as overhead announcements, individual pager notification or phone calls, and utilization of mass notification software.
- Organized communication between UPMC and regional hospitals to facilitate the patient transfer process while upholding the highest quality of patient care.
- Provided service to the UPMC Pittsburgh community, patients, families, and staff, while protecting the integrity and confidentiality of all data and information through physical and electronic measures.
- Utilized associated Call Center applications to facilitate inter and intra communication for the UPMC hospitals including call transfers, overhead announcements, facilitating patient transfers, after hours answering service, staff paging, and centralized scheduling.
- Functions as an answering service representative for multiple Specialty and Primary Care agencies to provide after hour call-out service and support, following specific protocol as provided by the physician office management.

- Responsible for all customers and staff complaints or concerns of the Call Center.
- Responsible for inventory of special needs patient equipment by signing equipment in and out to hospital staff and keeping accurate records.
- Functioned as an answering service representative for multiple Specialty and Primary Care agencies to provide after hour call-out service and support by following specific protocol as provided by the physician office management.

**Team Lead, UPMC Health Plan**

**2007 - 2011**

- Responded to emergency situations by following specific protocol including means such as overhead announcements, individual pager notification or phone calls, and utilization of mass notification software.
- Organized communication between UPMC and regional hospitals to facilitate the patient transfer process while upholding the highest quality of patient care.
- Provided service to the UPMC Pittsburgh community, patients, families, and staff, while protecting the integrity and confidentiality of all data and information through physical and electronic measures.
- Utilized associated Call Center applications to facilitate inter and intra communication for the UPMC hospitals including call transfers, overhead announcements, facilitating patient transfers, after hours answering service, staff paging, and centralized scheduling.
- Functions as an answering service representative for multiple Specialty and Primary Care agencies to provide after hour call-out service and support, following specific protocol as provided by the physician office management.

**Outreach Representative, UPMC Health Plan**

**2004 - 2007**

- Managed phone calls and performed all general office duties concerning all aspects of the community outreach meeting rooms.
- Sent mass mailings for upcoming events, maintained supplies & equipment, and educational materials for visitors.
- Kept inventory of giveaways and brochures.
- Assisted and co-facilitated at community events by setting up displays and managing booths for the distribution of information.
- Supported senior management, community relations, and marketing operations on the management schedules and general assistance with daily activities.
- Referred clients to the appropriate venue/provider to receive the services they needed or requested on behalf the hospital and Community Outreach Department.
- Assisted management with sponsorship requests, ticket management, and event calendars.
- Participated in planning, ordering, and gathering materials for events.
- Contacted and scheduled presenters and community partners.

**Teacher Counselor, Family Links**

**2002 - 2004**

- Prepared and implemented service/treatment/educational plans and goals indicated and/or as directed.
- Communicated, collaborated, and met with staff, families, external agencies, and/or others as necessary to support services to clients and the agency's mission.
- Developed and maintained a safe therapeutic environment.

- Supervise clients in daily activities, parenting, personal hygiene, social skills, recreational activities, problem solving, and life skills.
- Overseen resident dispensation of medication and maintained medication log.
- Performed initial intakes including orientation of new residents and children to the program.
- Intervened directly to identify, prevent, or deal with crisis situations utilizing de-escalation, conflict resolution, individual and group strategies, as well as passive physical restraint.
- Performed urinalysis testing on residents to ensure abstinence.
- Operated a motor vehicle to transport clients to appointments including medical and recovery support meetings.
- Acted as a role model and promoted healthy professional relationships between staff and clients, families, and community service providers.
- Maintain client confidentiality including client records in accordance with federal HIPAA regulations.

**Residential Aide, UPMC Living Sober Rehabilitation**

**2002 - 2004**

- Provided life skills training such as activities of daily living, socialization of groups, interpersonal effectiveness, appropriate communication, hygiene, laundering, maintaining belongings, community involvement and awareness, and development of skills for recovery.
- Responsible for maintaining the safety and security of the therapeutic residential unit and made routine rounds of the entire residence to ensure safety.
- Monitored all consumer areas and intervened in crisis situations.
- Accompanied residents to all off unit activities and monitor resident's recreational activities.
- Taught educational courses to residents in recovery from substance abuse to psychiatric illness.
- Completed annual training per the BDAP and program guidelines.
- Completed accurate documentation of care provided and was responsible for daily case management describing behaviors and attitudes each shift.
- Documented significant interactions with residents in a clear and concise manner.
- Planned, organized, and implemented psycho-educational, special topic and twelve step recovery programs.
- Collaborated with treatment team to provide input from daily observations of the residents in the milieu setting.

**Community Aide II, UPMC John Merck RTF**

**2000 - 2002**

- Regularly met with Vocational Counselor/Program Coordinator to discuss assessment and progress of individual consumers.
- Collaborated with Program Coordinator to identify individual learning needs.
- Met with Psychiatric Rehabilitation Staff to determine ongoing rehabilitation needs and development of the individualized Rehabilitation Plans.

- Reported pertinent clinical or non-clinical needs or problems to appropriate administrative staff.
  - Maintained communication with supervisors and appropriate staff concerning activities for groups and individuals.
  - Regularly met with other Psychiatric Rehabilitation Staff to develop, plan, implement, and evaluate services within the program and services for Research and Recovery in Serious Mental Illness.
  - Worked directly with consumers performing orientation, monitoring progress, assessing, and teaching skills in all environments.
  - Provided accurate documentation of goal, progress, and services provided.
  - Documented pertinent information such as observations, interventions, and consumer responses.
  - Attended assigned staff meetings, trainings, and supervisory sessions.
- 

### **AWARDS & ACCOMPLISHMENTS**

- Carnegie Mellon University Center for Shared Prosperity- engagement in conversations on housing, justice, education, transportation, and racial disparities, *2021- Present*
    - WQED COVID Commercial, 2021
      - Community Cultivator Award, “When She Thrives”, 2021
    - Elected Chair of the Greater Hazelwood Community Collaborative, *2019-2021*
      - Interview with Kevin Gavin, Confluence Radio Station 90.5 WESA, 2020
        - PCTV 21 interview with Pastor June Jefferies, 2020
        - Bon Ami Temple Entrepreneur Award, 2019
  - Proclamation Award, awarded to JADA House International for their 5-year Anniversary by Councilman Corey O'Connor, 2019
    - GPNP Summit panel member, 2019
      - JADA House International in the “h” Heinz Magazine, 2019
  - Invitation by Representative Jake Wheatley to the MWDBE (Minority Women and Disadvantaged Business Enterprise) recognition at the State Capitol, 2019
    - PCTV 21 interview with Velma Griggs, In Good Company, 2019
  - Foundation committees service “Just Arts” Heinz Endowments, and Opportunity Fund, 2019
    - UPMC Health Plan ACES Award, 2018
      - John Merck Employee of the Month, 2018
    - Passion Meets the Road Entrepreneur Award, 2017
      - WQED Documentary, 2017
- 

### **COMPUTER SKILLS**

Microsoft Office Suite: Word, Excel, PowerPoint, Teams, and Outlook  
 Database Reporting  
 Zoom