



# Yasmin Grimes

## Community Support Program Manager

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### SUMMARY

Driven community support professional with over 5 years in team management and fostering engagement. Proficient in developing training frameworks and supervising diverse teams to ensure effective service delivery for vulnerable populations. Cultivated an inclusive, compassionate environment focused on psychological well-being and resilience. Directed operations at a Drop-in Center, optimizing staff performance through evaluations and development programs. Significant experience in tracking reports, resource coordination, and conflict management among residents. Enthusiastic about motivating others and addressing community needs through strategic collaborations.

### STRENGTHS

- ♥️ **Compassionate Leadership**  
Led with empathy, inspiring staff while dealing with sensitive community issues.
- 🗂️ **Adaptable Mentorship**  
Tailored training methods suited to different learners, boosting team efficiency.
- ⚙️ **Effective Resource Management**  
Streamlined ordering procedures raising supply availability during peak times.
- 🗣️ **Conflict Resolution Skills**  
Addressed disputes effectively, leading to peaceful resolutions and stronger community bonds.
- 👥 **Team Collaboration**  
Encouraged input from team members, creating a positive dynamic and valuing diverse perspectives.

### SKILLS

- Team Management
- Community Outreach
- Conflict Resolution
- Program Development
- Resource Coordination
- Compassionate Support
- Training Development
- Performance Evaluation
- Program Coordination
- Volunteer Recruitment
- Advocacy

### EXPERIENCE

#### Community Support Program Manager

Community Connect Initiative 📅 January 2023 - Present 📍 Cleveland, OH

Lead a multifaceted team within the Community Support Department, effectively managing both full-time and part-time staff including interns and volunteers. Ensure high levels of service delivery to residents while fostering a compassionate atmosphere based on the organization's values. Skilled in organizing regular development sessions that foster team cohesion and align objectives with overall community goals.

- Motivate community support workers through targeted coaching and constructive feedback.
- Conduct thorough weekly meetings to assess team performance and address needs.
- Manage resources efficiently by tracking daily reports on resident services.
- Facilitate a welcoming Drop-in Center experience for residents seeking assistance.
- Recruit and manage volunteers for various initiatives to maximize service reach.
- Oversee delivery supplies ensuring timely requests and fulfillment of basic necessities.

#### Assistant Program Coordinator

Community Support Services 📅 June 2020 - December 2022 📍 Detroit, MI

Assisted in key outreach initiatives that promote engagement amongst underrepresented populations. Facilitated collaboration with local organizations which expanded service offerings while increasing community participation significantly. Utilized expertise in monitoring systems to track resource distribution effectively.

- Supported recruitment efforts that resulted in higher volunteer participation.
- Developed tracking systems that improved assessment of attendance and resource allocation.
- Enhanced professional development for new hires through structured training modules.
- Implemented best practices aimed at enriching community outreach strategies.
- Coordinated multi-agency collaborations that strengthened community ties and supported engagement.
- Ensured prompt restock of resources, optimizing supply-level management.

#### Community Support Worker

Social Service Agency 📅 May 2018 - May 2020 📍 Milwaukee, WI

Provided direct assistance to families facing crisis situations by facilitating access to essential services. Emphasized collaboration with multidisciplinary teams to tailor support plans insightful to individual needs. Documented critical interactions, promoting adherence to agency regulations and quality standards.

- Engaged clients in personal empowerment through community program involvement.
- Conducted thorough assessments of resident necessities, coordinating follow-throughs.
- Diligently recorded service interactions to comply with administrative expectations.
- Fostered relationships within supportive peer networks while servicing diverse communities.
- Communicated effectively with residents, advocating for their diverse needs.
- Participated actively in awareness campaigns to promote agency visibility and commitment.

Psychological Support

Staff Supervision

Database Management

Interpersonal Communication

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Community Support Program Manager at Community Connect Initiative (3.4 Years)

● Assistant Program Coordinator at Community Support Services (2.5 Years)

● Community Support Worker at Social Service Agency (2 Years)

## LEADERSHIP & AWARDS

- Dean's List, University of Chicago - 2024

## EDUCATION

### Bachelor of Social Work

University of Chicago 🎓 GPA: 3.8 📅 2026 📍 Chicago, IL

**Coursework:** Social Work Theory, Community Development, Human Behavior, Ethics in Social Work

## CERTIFICATIONS

- Certified Community Support Specialist 📅 2025

## TECHNICAL SKILLS

- **Project Management Tools:** Trello, Asana, Microsoft Project
- **Communication Tools:** Slack, Zoom, Google Meet
- **Database Systems:** Salesforce, Microsoft Access, Airtable
- **Tracking Systems:** Google Sheets, Excel, Tableau
- **Training Platforms:** Moodle, Coursera, Skillshare
- **Volunteer Coordination:** GivePulse, SignupGenius, Volgistics
- **Assessment Methodologies:** SWOT Analysis, Needs Assessment, Benchmarking
- **Monitoring Tools:** Hootsuite, Buffer, Klout
- **Marketing Techniques:** Social Media Campaigns, Community Engagement Strategies, Email Newsletters
- **Operational Software:** Microsoft Office Suite, Google Workspace, Adobe PDF

## PROFESSIONAL AFFILIATIONS

- Member, Social Work Student Association
- Volunteer, Local Food Bank

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST