

# Violet Wolf

## Intake and Supportive Measures Associate Specialist

📞 (614) 555-7318

✉️ violet.wolf@example.com

🌐 linkedin.com/example/violetwolf

📍 Columbus, OH 43215

### STRENGTHS

- ♥️ **Trauma informed intake**  
Creates room for difficult disclosures, then records key facts clearly so each person receives a practical next step.
- 🔒 **Sensitive case records**  
Keeps privacy at center during daily CaselQ updates, audits, and referrals. Colleagues rely on accurate follow through.
- ⚙️ **Supportive measures**  
Turns stated needs into workable academic, housing, workplace, and contact arrangements. Small details often matter most.
- 👥 **Partner coordination**  
Connects student services, human resources, public safety, and counseling without losing sight of each party's needs.
- ☰ **Calm prioritization**  
Handles interruptions and urgent requests with steady judgment. A clear queue keeps follow up moving when days get busy.

### SKILLS

Case management

Trauma informed intake

Supportive measures

Civil rights compliance   Title IX

Title VII   Title VI   ADA

Case auditing

Sensitive information privacy

Policy explanation

Written communication

Time management

Referral coordination

University partnerships

### SUMMARY

Compassionate civil rights intake and **case management** specialist with three years of university experience supporting students, employees, and community members through sensitive discrimination, harassment, and **sexual misconduct** concerns. Provides **trauma informed consultation**, explains Title IX, Title VII, Title VI, ADA, and institutional procedures in clear language, and coordinates individualized academic, housing, workplace, and contact related **supportive measures**. Manages high volume CaselQ records with accurate daily updates, deadline tracking, referral notes, privacy focused documentation, and case audits. Builds trusted partnerships with student services, human resources, public safety, ombuds resources, counseling providers, investigators, and confidential support professionals. Uses sound judgment during urgent contacts, frequent interruptions, and changing priorities, helping each person identify practical resources and an appropriate next step.

### EXPERIENCE

#### Civil Rights Intake and Support Specialist

Lakeshore State University 📅 June 2024 - Present 📍 Columbus, OH

Leads university **civil rights** intake and supportive measure coordination for students and employees. Owns sensitive CaselQ records, referrals, audits, and deadline tracking while partnering with investigators, student services, human resources, public safety, ombuds resources, counseling providers, and confidential support professionals.

- Documented sensitive discrimination reports through trauma informed **intake**, giving reporting parties space and clear next steps.
- Explained **Title IX**, **Title VII**, Title VI, and ADA pathways in accessible language during difficult consultations.
- Coordinated academic, housing, workplace, and mutual contact measures around active investigative timelines.
- Maintained high volume CaselQ records with daily updates, deadline tracking, and referral documentation.
- Audited case files for privacy, status accuracy, follow up needs, and complete supporting records.
- Connected parties with **student services**, human resources, public safety, ombuds, counseling, and **confidential resources**.

#### Case Intake Coordinator

Riverbend College 📅 September 2023 - May 2024 📍 Dayton, OH

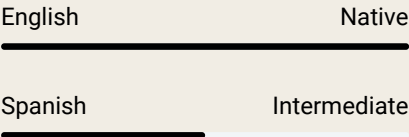
Supported a supervised compliance office handling student and employee concerns involving harassment, discrimination, interpersonal conflict, and related conduct matters. Prepared clear case summaries, coordinated referrals and supportive actions, and maintained organized records during busy reporting periods.

- Conducted structured **intake** for harassment, discrimination, conflict, and related conduct concerns within a compliance office.
- Prepared concise case summaries separating reported facts, support needs, policy questions, and follow up items.
- Applied **civil rights guidance** to identify urgent escalation, confidential resource, and campus transfer needs.
- Tracked academic and administrative supportive actions while preserving sensitive details during partner confirmations.
- Updated **case management** records after contacts and referrals, improving continuity across staff transitions.
- Managed competing **deadlines** and **frequent interruptions** while maintaining timely outreach across an active queue.

### PROJECTS

University Supportive Measures Workflow 📅 2025

LANGUAGES



MY CAREER



- Civil Rights Intake and Support Specialist at Lakeshore State University (2.2 Years)
- Case Intake Coordinator at Riverbend College (8 Months)

Mapped intake, referral, documentation, and follow up steps for individualized academic, housing, workplace, and contact measures. The work reflects a practical commitment to clear choices, privacy, and consistent care for every reporting party.

Civil Rights Case Audit Framework 2024

Created a review approach for case completeness, status accuracy, privacy sensitive notes, outstanding actions, and reliable reporting records. This project centers on responsible stewardship and dependable service across a university office.

LEADERSHIP & AWARDS

- Recognized by university colleagues for dependable civil rights intake support during high volume reporting periods.
- Selected by compliance office leadership to resolve documentation gaps before sensitive matters advanced or closed.
- Praised by campus partners for clear referrals and calm communication during urgent supportive measure requests.

EDUCATION

Bachelor's Degree in Public Policy

The Ohio State University GPA: 3.5 2023 Columbus, OH

Coursework: Civil Rights Policy, Public Administration, Education Policy, Research Methods

CERTIFICATIONS

- Trauma Informed Practices for Higher Education 2024
- CaselQ Case Management Training 2024

TECHNICAL SKILLS

- Case Management Systems:** CaselQ, case records, referral tracking
- Civil Rights Frameworks:** Title IX, Title VII, Title VI
- Accessibility Compliance:** ADA, reasonable accommodations, access planning
- Supportive Measures:** Academic measures, housing measures, workplace measures
- Referral Resources:** Student services, counseling, confidential resources
- Campus Partnerships:** Human resources, public safety, ombuds resources
- Documentation Practices:** Case notes, status updates, follow up records
- Quality Assurance:** Case audits, data accuracy, documentation review
- Communication Methods:** Trauma informed consultation, policy explanation, written communication
- Resolution Pathways:** Internal referrals, external partners, conflict resolution

PROFESSIONAL AFFILIATIONS

- University civil rights and compliance practitioner community participant, sharing intake and supportive measure practices.
- Campus student support partnership network participant, coordinating referrals with care, clarity, and respect.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST