

# LaTonya McNeal

## Summary

I am a dedicated and motivated individual with experience in substance abuse treatment. However, I enjoy being challenged and I love to learn. Highly motivated line supervisor charged with the hiring, training, and managing of staff to ensure optimum performance and highly successful outcomes in recovery. Excellent problem solver. Able to function effectively in traditional as well as team-based organizational environment. Strong entrepreneurial spirit.

## Key Competencies

Supervision	Project Management	Conflict Resolution	Team Building
Counseling	People Development	Client Relations	Problem Solving

## Work History

### **The Healing Place, Louisville, KY – Homeless Outreach Case Manager**

July 2021- Present

- Coordinated care for participants in the Homeless Outreach program
- Maintained relationships with various community partners to ensure all clients could receive appropriate referrals
- Met with clients to ensure they were progressing through the program
- Ensured all client information is entered into Homeless Management Information System accurately and in a timely manner

### **The Healing Place, Louisville, KY – Detox/Overnight Supervisor**

February 2011- July 2021

- Ensured safety of clients in detox and overnight shelter
- Maintained state and DOC requirements for detox unit
- Worked with program managers to coordinate client care after completing detox
- Hired and supervised over twenty detox/overnight monitors, ensured all protocols were being followed, and provided appropriate training when necessary
- Served as a liaison for clients between the criminal justice system
- Maintained relationships with community partners and provided appropriate referrals to outside agencies for clients
- Monitors food preparation methods, portion sizes, and garnishing and presentation of food.
- Schedule and receive food beverage deliveries, and overlooking delivery contents to verify product quality
- Resolve complaints regarding food quality, service, or accommodations

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## **Skills**

- Meticulous Attention to detail
- Time management
- Critical thinker
- Hard-driven and dedicated worker
- Strong problem solver
- Excellent communication skills

## **EDUCATION**

### **Jefferson Community and Technical College- *Social Services Major***

January 2012- December 2013

## **ACCOMPLISHMENTS/AWARDS**

- Supervised more than 20 women clients in a peer-driven model of recovery, with a 70% recovery rate.
- Trained staff to achieve a major improvement in team relations and a more constructive organization culture.
- Liaised with the Department of Corrections (DOC) to ensure optimum standards of safety and recovery.
- Registered Alcohol and Drug Peer Support Specialist through the Kentucky Board of Alcohol and Drug Counselors.
- Health Occupations Certificate.
- Current sit on the board of directors at The Healing Place.
- Smart Justice advocate and just leadership certified.

## **REFERENCE**

### **The Healing Place**

Karyn Hascal

President

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