

Susan Cavanaugh

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Objective

To obtain a position at which strong written, organizational, clinical, and management skills can be utilized in a rewarding setting.

Experience

Regional Clinical Supervisor, CDP

12/2014 — Present

Spectrum Health Systems, Inc., Washington State Department of Corrections, Seattle, WA

Provided oversight to clinical activities throughout the Northwest Region • Observed groups using the GQI process • Completed site audits throughout the Northwest Region • Provided clinical training, consultation, and supervision to clinical staff • Performed Clinical File Reviews • Provided direct services (facilitated group/individual sessions, case management, treatment planning) • Conducted Substance Use Disorder Assessments and Admission Appointments • Collaborated with Program Managers and Department of Corrections personnel throughout the Northwest • Acted as Program Director in Program Manager's absence • Facilitated and documented multi-disciplinary treatment planning, case reviews, and conferences • Provided oversight to program's therapeutic environment ensuring compliance with Spectrum and WA DOC standards

Program Manager, CDP

12/2013 — 12/2014

Spectrum Health Systems, Inc., Washington State Department of Corrections, Everett, WA

Managed all aspects of assigned program sites in Snohomish, Whatcom, and Skagit County • Implemented and oversaw Outpatient, Intensive Outpatient, Co-Occurring, and Intensive Day Treatment Programs • Oversaw all clinical activities of each assigned site • Conducted weekly clinical staffing at assigned sites • Maintained staff schedules • Conducted clinical file reviews to ensure compliance with Department of Corrections/Spectrum policies and WAC • Conducted Group Quality Inventories to ensure compliance and enhance staff performance • Developed and monitored Corrective Action Plans • Trained and evaluated subordinates • Active in all stages of the hiring process; recruiting, screening, interviewing, performing reference checks, hiring, and maintaining staff schedules • Conducted weekly clinical supervision to support and enhance staff performance • Maintained positive and effective relationships with Department of Corrections staff to ensure consistent referrals and service • Facilitated staff training to implement programming changes • Demonstrated a solid understanding of addiction, treatment knowledge, laws and policy, and application to practice • Cultivated and maintained a positive rapport and collaborative approach with The Substance Abuse Recovery Unit (SARU)

Clinical Supervisor, CDP

07/1994 — 08/2012

Genesis House, Residential Drug Treatment, Seattle, WA

Assured consistent progress toward achieving short and long-range strategies • Provided leadership and vision in developing program, organizational, and financial plans with Board of Directors and staff • Maintained official records and documents • Trained and supervised a team of CDPT/CDP's • Understood and interpreted Genesis House mission, program policies and procedures, WAC and other regulations to staff, clients, families, services providers, and other interested groups • Drafted & implemented policies and procedures • Designed and instructed skills development training for counseling staff • Developed & implemented dynamic group curricula • Implemented and administered Evidenced Based Practices • Developed, planned, implemented, and monitored contracted residential services • Developed & implemented adult education curricula • Responded to inquiries from the public • Responded to emergencies, projects, extraordinary incidents or work

tasks that required employee response • Supervised meal planning • Provided kitchen crew with recipes and supervised meal preparation • Purchased kitchen supplies • Interviewed, hired, and trained counseling and administrative staff • Monitored & Controlled Budget/Monies • Managed treatment activities, scheduling, and staffing • Assisted in grant writing and administration • Edited & proofread agency wide correspondence • Proficient in computer and software use, including MS Word, Excel, Power Point, Outlook and Access • Customer Service skills • Purchased all educational materials & curricula • Provided in-service trainings • Assisted in maintaining facility and grounds • Directed the development of policies, procedures and systems and assured compliance with applicable County, State, and Federal laws, rules and regulations • Authorized medication management plans • Provided 24-hour on-call assistance • Performed the duties of the Childcare Supervisor and Executive Director in their absence • Provided supervision to the therapeutic childcare • Provided parenting assistance • Performed specialized investigations into client/staff misconduct • Applied expert interviewing techniques to drive out factually accurate information • Developed and monitored Corrective Action Plans • Trained and evaluated subordinates • Organized the work environment and prioritized work assignments to meet timelines and/or other priorities • Enforced disciplinary actions • Employed conflict resolution strategies • Provided technical direction to staff • Analyzed procedures and made improvements • Completed screening, biopsychosocial, health and mental health assessments • Designed individualized treatment plans • Conducted individual, group & family counseling • Applied knowledge of DBT & CBT principles • Provided consult on individual cases and complex problems/issues with clients and/or service providers • Acted as Quality Assurance Manager • Developed collaborative relationships with agencies in the community to coordinate care • Attended team meetings, trainings, conferences, and workshops • Assisted clients with finding affordable & safe housing • Developed and maintained strong relationships with criminal justice contacts, business partners, stakeholders, peers, and direct reports • Transported client's to court • Provided written and verbal court reports • Provided expert testimony • Collaborated with DOC, Drug Court, and Judges • Supervised Community Service Hours

Business Owner

02/2009 — 10/2012

Jenae's Java House, Drive-Thru Espresso, Everett, WA

Managed banking transactions • Implemented practices that complied with local health ordinances and regulations • Drafted all policies and procedures • Designed stamp cards • Assisted with payroll • Designed street & sandwich board signs • Participated with Manager in marketing campaigns • Provided supervision to stand Manager • Planted and maintained flower baskets throughout the changing seasons • Purchased products • Purchased and maintained equipment • Recruited, hired, trained, supervised, and evaluated staff • Recorded revenue • Tracked expenses and profits • Coordinated payments of sales, federal, state, and income taxes • Responsible for marketing & advertising • Operated within budget • Conducted staff meetings • Provided customer relations • Negotiated lease agreements • Provided quality control • Implemented practices that complied with local health ordinances and regulations • Arranged for maintenance/repair of equipment

Chemical Dependency Counselor

07/1987 — 07/1994

Genesis House, Residential Drug Treatment, Seattle, WA

Conducted intake assessments • Monitored therapeutic process • Designed individualized treatment plans • Provided crisis intervention services • Provided case management, aftercare & referral • Conducted individual, group & family counseling • Liaison with community agencies • Collected urinalysis • Maintained Records at superior level • Supervised client's on work therapy • Provided customer service • Facilitated Basic Skills/Literacy Classes • Supervised therapeutic leisure activities

Family Therapist Intern

1987

Department of Human Resources, Children's Services Division, Medford, Oregon

Participated as a co-therapist on a treatment team • Utilized The Intensive Family Services Model • Provided individual and family counseling

Caseworker Intern

1987

Department of Human Resources, Children's Services Division, Medford, Oregon

Provided children and families with counseling & consultation • Participated in permanency planning staffing & court hearings

Optometric Assistant

1982 — 1987

Ashland Eye Care, Ashland, Oregon

Scheduled appointments • Documented case histories • Maintained filing records • Prepared correspondence • Completed insurance billing • Performed clinical duties • Tested patients for color and depth perception & near and far acuity • Adjusted and repaired glasses • Assisted in frame selection • Performed contact lens fittings • Maintained and controlled inventory • Cleaned instruments

Education

Southern Oregon University

1987

Bachelor of Science Degree in Psychology

Continuing Education

1987 — Present

Accrued approximately 1,000 hours

Qualifications & Certifications

- Washington State Chemical Dependency Professional Certification • Credential Number CP00000160
- Attended New Employee Orientation through The Department of Corrections (40 hours)
- Certified in Victim's Issues in Domestic Violence (30 hours)
- Completed Moral Reconciliation Therapy® Training
- 20 years administrative and management experience
- Experienced yoga instructor
- Successful business owner