

JOSEPHINE WALLACE, M.S.

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HEALTHCARE ADMINISTRATOR

- Goal-driven, compassionate, and accountable professional with over 15 years of related, hands-on experience in fast-paced residential and hospital settings.
- Adaptable administrator accustomed to the integration of new health care delivery systems, restructuring of work, and an increasingly complex regulatory environment.
- Proven track record of successfully managing personnel, finances, facility operations, and admissions while concurrently providing excellent residential care.
- Ability to use strong communication, organizational, and problem solving skills and to liaise with various departments, institutions, and the public to raise awareness and bring support to facilities.

Areas of Expertise Include:

- Staff Training & Development
- Team Coordination & Leadership
- Staff Evaluation
- Public & Community Relations
- In-Service Training
- Project Development & Management
- Decision Making & Problem Solving
- Patient & Family Support
- Disease Prevention
- Time Management

EDUCATION

Master of Science Degree in Healthcare Administration - 2002

University of Southern California, Los Angeles, CA - *GPA 4.0*

Bachelor of Science Degree in Human Resources - 1992

University of Southern California, Los Angeles, CA - *Dean's List*

PROFESSIONAL EXPERIENCE

Alan Residential - Somewhere, CA

Jan. 2005 - Present

RESIDENTIAL SERVICES DIRECTOR

Direct all administrative and personnel matters in a facility providing 24/7 care for elderly clients. Design, implement, and maintain a variety of systems and guidelines to ensure and monitor compliance to all program regulations. Recommend staffing needs, ensuring clients' ongoing service needs are met. Address and resolve client and family complaints. Develop and introduce new processes to ensure the safety of the clients and the timely delivery of needed services. Maintain a highly productive, efficient, and quality-driven environment at all times, with a focus on client care and emotional support.

- Developed a successful advertising campaign designed to recruit new healthcare providers after Alan Residential Services underwent a major transformation and expansion; oversaw all details concerning company's expansion.
- Represent the Division Director at a variety of state meetings and conferences discussing agency activities and plans to maintain awareness of trends within the field.

(Professional Experience Continued...)

**Blackwood General Hospital - Somewhere, CA
CENTRAL ADMINISTRATOR OF ONCOLOGY**

June 1999 - Dec. 2004

Coordinated all administrative details of Oncology healthcare. Supervised and evaluated performance of ward secretaries, nurses, and all other personnel. Assisted with the development of practice objectives to ensure financial profitability through short and long range planning to achieve and maintain growth. Collaborated with administrators of other departments to share best practices and address common problems and complaints.

- Evaluated practice strategies and plans to meet changing national, state, and local needs.
- Developed and implemented strategic goals related to management of the department; provided managerial support in the development of academic, outreach and research programs.
- Oversaw financial management of all sources of funding and handled other related duties as needed, including oversight of professional billing.

**M.L.S. Central Hospital - Sonewhere, CA
HUMAN RESOURCE SPECIALIST**

Sep. 1993 - May 1999

Successfully oversaw all human resource functions at this large, urban hospital. Conducted and/or supervised all new hire and exit interviews for hospital personnel. Accurately answered employee questions concerning benefits, bonuses, holiday pay, maternity leave, etc. Conducted interdepartmental meetings ensuring a smooth-functioning work environment with few discrepancies.

- Created and integrated a new employee handbook to replace the outdated guide.
- Implemented a new bonus program based on overall work performance to boost staff morale and foster a goal-driven team.

PROFESSIONAL DEVELOPMENT

Managing Conflict in the Workplace, 2009
Utilizing & Implementing Proactive Measures, 2009
Staff Training & Management, 2008
Understanding the Needs of the Terminally Ill, 2008

PROFESSIONAL AFFILIATIONS

Department of Public Health, Los Angeles, CA - 2001 - Present
United Healthcare Workers - 1993 - Present

COMMUNITY INVOLVEMENT

Volunteer - Habitat for Humanity - Los Angeles, CA - 2006 - Present
Volunteer, Treasurer - Big Brothers, Big Sisters - Los Angeles, CA - 1997 - 2004

**** References Available Upon Request ****