Logo

Description automatically generated **Heather Groves**

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**Education**

University of Southern Indiana, Evansville, IN 47712

Bachelor of Social Work

**Employment Experience in Human Services**

Connections Case Management, LLC- Case Management Operations Director (June 2020 to present)

* Responsible for operations management team, developing, promoting and training.
* Partner with providers to promote communication, facilitation, and problem solving amongst team members.
* Collaborate on interview and selection process of new CMs.
* **2021 Charting the LifeCourse™ Ambassador**

Connections Case Management, LLC- Case Management Supervisor (September 2018 to May 2020)

* Responsible for supervision of 4-6 case managers, monthly 1:1 monitoring, and mentoring.

Connections Case Management, LLC- Case Manager (July 2017 to August 2018)

The Columbus Organization- Case Manager (February 2016 to June 2017)

* Responsible for person-centered planning for individual’s eligible for Medicaid Waiver Services. Assisted individuals and families to navigate the waiver system and community resources. Advocated for individuals in any and all arenas. Monitored and implemented service plans and budgets.

Quinton Residential Living- Assistant Regional Director and Field Coordinator (September 2011 to January 2016)

* Ensured timely reporting and investigation of unusual occurrences in conjunction with prompt actions to prevent reoccurrence of situations that jeopardize individual health and/or safety.
* Ensured implementation of all company policies and procedures as well as prompt submission of all required reports.
* Assisted as a key resource to the regional office to existing Field Coordinators and office staff.

IPMG- Case Manager (May 2008 to August 2011)

* Responsible for person-centered planning for individual’s eligible for Medicaid Waiver Services. Assisted individuals and families to navigate the waiver system and community resources. Advocated for individuals in any and all arenas. Monitored and implemented service plans and budgets.

Educational Recovery Clinic- Independent Contract Tutor (March 2007 to May 2008)

* Tutored 1-5 children for the E-VSC under the *No Child Left Behind Act*

SouthernCare, Inc.- Hospice Social Worker (April 2003 to June 2008)

* Completed Psychosocial Assessment on new patients, assessed patients and their families for any needs and made referrals to appropriate agencies/financial assistance programs.
* Provided ongoing case management and coordinated bereavement program.

St. Mary’s Medical Center- Social Worker (February 2002 to January 2003)

* Discharge planning: nursing home and rehab placements, ordering equipment, setting up home health care, making referrals to local agencies.
* Worked with patients on issues/needs: living arrangement, family dynamics, and financial disposition; made appropriate referrals to APS/CPS.

**References**

James Townsend, Owner

Hometown Waiver Solutions

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812-455-8434

Alicia Bingham, MA, Behavior Consultant

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