

Joelle Brozzetti

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About Me

Self-motivated, detail-oriented with excellent communication and time management skills. Team player that can immediately develop trust amongst members. Proficient in computers, specifically Microsoft Office and Kipu systems. Volunteer at Our Lady of Peace Parish.

- Confident, articulate and professional speaking ability.
- Excellent written and verbal communication skills.
- Empathic listener and persuasive speaker.
- Team oriented, focused on relationship building.
- Ability to lead others in high-demand situations.

DIRECTOR OF CLIENT RELATIONS | SILVER LININGS RECOVERY CENTER | 2/4/2019 - PRESENT

- Observe and report client behavior to fellow managers and clinical teams.
- Transport clients to and from group therapy and meetings.
- Ensure the safety and needs of clients across two states totaling 120 beds.
- Act as liaison between housing and clinical team to ensure the needs of all clients are met.
- Assist in client after care
- Supervise all behavioral health tech and housing staff.

DIRECTOR OF HOUSING | INFINITY SOBER LIVING | 10/1/2018 - 2/1/2019

- Observe and report client behavior to fellow managers and clinical teams..
- Implement structure.
- Direct manager for all housing staff.
- Diffuse aggressive situations using leadership and experience.

DIRECTOR OF CLIENT SERVICES | HUMBLE BEGINNINGS | 12/14/2015 - 9/25/2018

- Ensure the safety and needs of clients across two states totaling 70 beds.
- Create and implement daily structured schedules for all clients.
- Develop client and staff handbooks.
- Direct manager for 35 staff members and responsible for scheduling across two states.
- Ensure all information in the EMR system is accurate and up to date.
- Actively involved in re-engaging former clients in to treatment.
- Facilitate group therapy sessions specializing in Wellness Recovery Action Plan.
- Responsible for community outreach in order to raise program awareness.

DIRECTOR OF HOUSING | FOUNDATION HOUSE | 12/14/2015 - 9/25/2018

- Observe and report client behavior to fellow managers and clinical teams.
- Transport clients to and from group therapy and meetings.
- Manage client after care

- Diffuse aggressive situations using leadership and experience.

Education

OVERBROOK REGIONAL SR. HIGH SCHOOL | GRADUATE | 2001

Certifications

- Recovery Coach
- Recovery Coach Trainer