

Laurel Mossor, MSW

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Skills

- Communicating complex information, interpreting data for diverse audiences
- Qualitative and quantitative research design and implementation
- Basic data collection and analysis: SPSS, Qualtrics, Excel
- Project management
- Excellent written and verbal communication
- Relationship-building and stakeholder management
- Public speaking and presentations
- Expert group facilitation
- Detail-oriented, independent self-starter

Summary

Imaginative systems thinker aspiring to bring my eight years of social services and program operations experience to a value-driven organization where I can apply a critical mind and creative problem solving to the goal of improving public health initiatives and creating system change.

Education

Master of Social Work: Practice and Leadership with Communities and Organizations / Portland State University
June 2021

Bachelor of Arts: Psychology / University of Oregon
June 2013

Experience

Social Services Manager / Lake Park / Oakland, CA: September 2021 - Present

- Design and develop the Social Services department and program elements within a Skilled Nursing and Residential Care Facility for the Elderly
- Support the mental health and wellness of community members by providing assessment, intervention, staff training, oversight, and development
- Collaborate within an interdisciplinary cross-functional healthcare team

Counselor II / Cascadia Behavioral Healthcare / Portland, OR: April 2018 - August 2021

- Provided skills training and psychosocial support for adults with severe persistent mental illness, dual-diagnosis, homelessness, and traumatic brain injury in community-based, Integrated Behavioral Healthcare residential facilities under the Psychiatric Security Review Board
- Completed timely clinical documentation to demonstrate progress toward treatment goals
- Advocated for and assisted residents in navigating systems such as Psychiatric Security Review Board, health care, and the legal system

Children's Cross-system Collaboration Coordinator / Multnomah County Behavioral Health Division / Portland, OR: September 2020 - June 2021

- Collaborated effectively with local leaders in order to create and advance the program proposal and pilot the novel Children's Cross-system Collaboration Committee; a crucial extension of the local system of care
- Facilitated a twice monthly cross-system workgroup focused on understanding and addressing enduring barriers to care; cooperative relationship building; and system of care literacy improvements among service providers
- Developed and advocated for solutions to address barriers to cross-system collaboration in order to guide and support a broader strategic direction to improve collaborative efforts at the organizational level
- Translated data and research into clear, concise, and engaging stories and presentations

Interim Program Manager / African Youth and Community Organization / Portland, OR: September 2018 – January 2019

- Managed program operations; developed programs, goals, and outcomes; identify and assess for organizational needs within a small cross-cultural team
- Created policies and procedures manual and ensured proper implementation of policies and procedures
- Addressed unique challenges related to meeting the needs of an underserved and culturally under-represented community of East African immigrants and refugees
- Carried out identified grant-led activities and took part in grant development

Health Promotion Assistant / PSU Campus Recreation Department / Portland, OR: October 2017 – April 2018

- Led and collaborated on development and execution of Thrive X: a new health promotion program focused on helping people develop the skills of mindfulness, empathy, compassion and emotional intelligence to create the conditions for thriving
- Set and enforced project timelines
- Designed and instructed mindfulness-based courses promoting mental health and wellbeing

Lead Psychiatric Technician / Albertina Kerr: Subacute Program / Portland, OR: August 2013 – October 2017

- Led and supervised teams of line staff, provided training and on-boarding to new staff in an integrated behavioral healthcare setting
- Supported and maintained safety and wellbeing within a psychiatric secure residential treatment facility for youth with acute and crisis-level behavioral health concerns
- Developed and facilitated mental and behavioral health skill building groups

Professional Affiliations & Training

[Network for Social Work Management](#) / *Human Services Management Certificate*

[Association for Community Organization and Social Action](#) / *Community Practice Certificate*

[National Association of Social Workers](#) / *Member*

[Human and Social Services of Seoul, South Korea](#) / *International Field Experience:* June 2019

Projects

[LaurelMossor.com](#) / *Personal & Professional Website:* July 2018 – present

- Design, program, and maintain a public web domain to share my passions and interests; using WordPress
- Write, edit, and publish articles related to social issues, mental health, and creative writing

[Pixidoku](#) / *Freelance Project Management:* May 2021 – September 2021

- Create and monitor project timelines and progress using project management software
- Facilitate meetings and prepare report summaries, communicate effectively with team
- Ensure projects are on time, on budget, and within scope

[MESO 2021 Evaluation Plan](#) / *Program Evaluation Plan:* March 2021 – June 2021

- Facilitated and collaborated on the development of a program evaluation plan for a local Community Nonprofit focused on supporting underserved small business owners and entrepreneurs
- Constructed mixed-method evaluation design, including data collection tools, survey design, and key informant interviews

Expanding Collaborative Capacity: Multnomah County's Children's Cross-system Collaboration Committee / Program Development Report: January 2021 - April 2021

- Researched and summarized best practices for system of care implementation
- Created a high-level overview of the novel 4Cs committee and its value in the context of strengthening the capacity of local agencies and organizations to collaborate effectively
- Effectively communicated the long-term progress of program development phases by using high-quality infographics, logic models, and diagrams

Assessing for Interorganizational Collaborative Capacity: Child-serving Systems within Multnomah, Clackamas, and Washington Counties / Assessment Research: November 2020 - February 2021

- Designed and carried out an assessment research study focused on articulating the ability of local agencies and organizations to work together effectively towards shared goals
- Conducted surveys and interviews; qualitative and quantitative data analysis
- Developed and advocated for solutions to address barriers to cross-system collaboration, including developing and administering new systems, policies, or processes; recommendations guide and support a broader strategic direction to improve collaborative efforts at the organizational level

Changing Our Minds: Reframing Challenging Behavior / Staff Training Presentation: June 2019

- Developed and presented a 45-minute long staff training presentation geared toward a diverse audience that included staff members from all roles within a large older-adult community
- Researched and summarized best practices for working with older adults in a long-term care and hospice environment; centering empathy and collaboration in difficult interactions

Volunteer and Membership

Student Representative, Healthy Campus Initiative / Portland State University / Portland, OR: January 2018 - June 2018

- Developed and implemented a Mindfulness-Based pilot program aimed at reducing stress levels in the student and faculty population at Portland State University
- Created a post-test in order to gain information on the efficacy of the intervention
- Meet and discuss ideas to best serve the goal of the HCI

Crisis Support Trainee / White Bird Rock Medicine / Eugene, OR: August 2017 & July 2018

- Collaborated with an interdisciplinary team of volunteer professionals in an integrated health care setting at festival grounds
- Assisted clients in effectively navigating mental and behavioral health crises
- Provided short-term recovery oriented supportive counseling, verbal de-escalation and conflict resolution in a festival setting

Precinct Committee Person / Multnomah County Democrats / Portland, OR - December 2016 - September 2017

- Discussed and voted on current resolutions to be moved through the legislative process
- Participated in agenda planning meetings and community outreach

Volunteer Organizer / 2016 Presidential Campaign / Portland, OR - November 2015 - July 2016

- Assisted in organizing, executing and breaking down political rallies and phone banking events
- Phone banked registered voters by making short informational calls to gain both polling data and updating voter registration