

NIA CHIARA ELLIS

Minneapolis, MN 55555

✉ niacellis9449@gmail.com

☎ 612-111-1111

🌐 <http://www.linkedin.com/niac>

SUMMARY OF QUALIFICATIONS

- Community advocate and caseworker with 4+ years of combined experience serving adults and children who experience trauma, homelessness, mental illness, and physical and developmental disabilities.
- Guided and supported clients individually and in group settings working with staff, supervisors, community agencies, and service providers to meet clients' social-emotional, safety, and health-related needs.
- Strong academic background in theories of criminal behavior, basic research methods in psychology, and psychological principles.
- Committed to diversity, equity, and inclusion for underserved children and adults.

SPECIALIZED SKILLS

Youth Mentoring, Crisis Intervention, Active Listening, Multiculturalism, Behavior Management, Program Planning, Community Engagement, Recordkeeping

EDUCATION

Bachelor of Science in Psychology
Walden University | Minneapolis, MN

Expected: Dec 2024

Concentration in Criminal Justice

Associate of Arts in Psychology
St. Paul Technical College | St. Paul, MN

2017

SELECT COURSEWORK

Introduction to Psychology
Cognitive Psychology
Introduction to Victimology
Cross-Cultural Psychology
Theories of Personality
Restorative Justice

PROFESSIONAL EXPERIENCE

Caseworker

Hope Support Services | Minneapolis, MN

2021 - Present

- Provide supervision and training for 12-17 adults with mental, physical, and developmental disabilities, some with a history of substance use and incarceration.
- Review Community Supports and Services Plans (CSSPs) and develop individualized goals for each client.
- Refer clients to community resources, support clients in building life skills to increase independence, and maintain confidential and accurate client records.
- Apply de-escalation techniques to manage crisis situations and create a safe environment.

Child Development Specialist

Eastside Crisis Center | Minneapolis, MN

2020 - 2021

- Planned and implemented educational and social-emotional activities for children experiencing homelessness, food insecurity, and neglect.
- Managed children's behaviors through positive reinforcement and de-escalation techniques.
- Documented children's progress and behaviors based on parents' identified goals.
- Implemented safety protocols, modeled professional behaviors, and advocated for equity, diversity, and inclusion.

Youth Worker (Part-Time)

Neighborhood Connection | St. Paul, MN

2017 - 2020

- Assisted in planning youth programs, facilitating activities, and leading groups to promote learning, respect, and skills development for youth ages 12 -16.
- Provided a supportive learning environment for academic enrichment, community engagement, and positive leadership.
- Contributed to developing Individual Learning Plans (ILPs) and documented program participants' progress.
- Linked students and families to community resources and supported youth outreach in schools.

VOLUNTEER EXPERIENCE

Big Brothers/Big Sisters of America

Youth Mentor | St. Paul, MN

2020 - Present

- Serve as a mentor for a 12-year-old child through engaging activities such as outdoor sports, reading, and attending cultural events.
- Offered guidance, support, and advice to help mentee navigate life transitions and peer relationships.

Crisis Nursery Volunteer

Eastside Crisis Center | Minneapolis, MN

2019 - 2020

- Provided childcare to groups of 5 -15 infants, toddlers, and school-age children experiencing homelessness, abuse, or neglect.
- Created a supportive, nurturing, and safe environment for children through active listening and positive reinforcement.
- Delivered updates to mothers on children's well-being and communicated with Lead Child Development Specialist and other Crisis Nursery Volunteers to meet children's emotional and physical needs.

Troop Co-Leader

Girl Scouts of MN and WI River Valleys | St. Paul, MN

2017 - 2019

- Organized indoor and outdoor activities and annual Girl Scouts cookie fundraising events for 11 elementary school girls.
- Maintained troop records, planned events, held bi-weekly meetings, and followed Girl Scouts policies and procedures.
- Collaborated with Troop Leader and parents to foster a safe, fun, and accepting community.

ADDITIONAL EXPERIENCE

Office Assistant

Holt Orthodontics | Chicago, IL

2017 - 2018

Clerk

Stevie's Market | Chicago, IL

2014 - 2017

PROFESSIONAL AFFILIATIONS

Member

Walden University Multicultural and International Student Club Forum

2021 - Present

Member

American Psychological Association (APA)

2018 - Present

Member, Volunteer Event Organizer

National Alliance on Mental Illness (NAMI)

2017 - 2020