

MAURICE JOLLIE

RESIDENTIAL CASE MANAGER

COMMUNITY REINTEGRATION / ABORIGINAL SERVICES / RESIDENTIAL PROGRAMS

Dependable case management specialist, with over 15 years of dependable service in a Correctional Residential Facility who brings extensive experience in providing client services and program coordination. Successfully fulfilled various assigned roles; highly adaptable and motivated with the abilities to function in highly stressful and confidential work settings. Demonstrated ability to work with and coordinate diverse groups. Relationship building with primary stakeholders and agents that uncovers effective strategies to improve services. Track record for developing rapport with and motivating hard to serve clients.

- ❖ Counselling and Crisis Intervention
- ❖ Client Advocacy
- ❖ Reintegration Strategist
- ❖ Pre-release Planning
- ❖ Job Search Strategies
- ❖ Conflict Resolution
- ❖ Client Relationship Management
- ❖ Program and Policy Development

Delivering services to clients with purpose

PROFESSIONAL EXPERIENCE

OUR HOUSE, Ottawa, ON

1990 to Present

❖ **Senior Caseworker** (1990 to 2007)

Hired for the development and implementation of reintegration strategies for clients by providing residential supervision, security, counselling, and crisis intervention. Residential clients include Day Parole, Statutory Release, and 60-day Work Release offenders. Working collaboratively with the Correctional Services of Canada (C.S.C.) and the Ministry of Community Safety and Correctional Services.

- Providing case management, discharge planning, and client assessments, to over 460 clients.
- Administering intake and orientation to get new residents settled into first phase of integration.
- Facilitating programs in developing strategic action plans reducing offender recidivism.
- Advocacy on behalf of clients with federal, provincial, municipal levels of government.
- Development of educational strategies for specific student bodies improving awareness.
- Supervision and training of over 20 students and volunteers improving services.
- Liaising with stakeholders and associated government agencies to access resources.
- Assumed roles of Assistant Executive Director and/or Executive Director as required.

❖ **Acting Executive Director** (April 2005-August 2005)

Selected to report to a board of directors and responsible for the management of smooth operations in a 30 bed residential facility. Collaborating with the Board of Directors to administer the facility.

- Implemented short and long-term planning to facilitate service requirements as per Board guidelines.
- Delivered statistical and monthly reports to Board of Directors, enhancing strategy development.
- Maintained organizational policies, procedures, guidelines, and standards for activities and staff.
- Monitored and evaluated staff based on established operating and performance guidelines.
- Reduced expenses by managing budget, overseeing program billing and claims to contractors.
- Secured facility program contracts ensuring retention of services as contracts expired.
- Prepared and approximated staff schedules in accordance with agency human resource policy.
- Initiated relationships with stakeholders, organizations; participate in C.S.C Community Assessments.

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PROFESSIONAL EXPERIENCE (cont'd)

OUR HOPE, Ottawa, ON (cont'd)

RESIDENTIAL SCHOOL HEALING CENTRE - (An Our Hope Subsidiary) Ottawa, Ontario

❖ **Project Manager** (*May 2003-August 2004*)

Retained to manage (RSHC), an educational support centre for survivors of Residential Schools reporting directly to the Executive Director and Assistant Director.

Responsible for budget preparation and management while directing all daily operations.

Responsible for provision of statistical information, quarterly billing, and claim reports implementing sustainability plans to stakeholders (Aboriginal Healing Foundation).

Responsible for devising, modifying program policy and procedures manual to correspond with Correctional Services of Canada operating principles, implementation and monitoring of organizational policies, procedures, guidelines and standards for activities and staff.

Responsible for coordination and supervision of 3 full time therapists and 3 full time program facilitators, monitoring and evaluation of staff based on established operating performance guidelines; approximation of staff schedules in accordance with agency human resources requirements.

Responsible for initiation and maintenance of relationships with government, Aboriginal organizations, community leaders, and clients.

Assisted in research and drafting of funding proposals; research and solicitation of corporate funding for program; Collaboration and liaising with program committee and board of directors.

Assumed roles of Executive Director and/or Assistant Director when required.

❖ **Aboriginal Program Coordinator** (*April 2000-March 2003*)

Recruited to lead and evolve a new initiative supporting aboriginals at risk or involved in the correctional system and enhancing the reintegration process through the "New Beginnings Aboriginal Program".

Spearheaded an aboriginal program within the community residential facility, collectively with senior management officers conducted research and drafting of proposal; assisted in development of program design and implemented strategies; compiled and evaluated resource material and developed client resource guide.

Responsible for the coordination and delivery of all services, case management, and discharge planning, provision of counselling, crisis intervention and support services for clientele.

Responsible for networking with clients and parole supervisors connecting them to Aboriginal resources within the Ottawa region; liaised with C.S.C Regional Headquarters, Community Development of Aboriginal Issues Office in same capacity and functioned as community Aboriginal liaison officer.

Developed and maintained program database for First Nations clientele within federal institutions in Ontario and other provincial locations improving access to information.

Responsible for statistical / monthly / quarterly reports and sustainability plans to (stakeholders): City of Ottawa Housing Branch. Cooperated with & participated in the research study on homelessness project with city of Ottawa and Ottawa University.

Responsible for hiring and evaluation of staff based on established operating performance guidelines and development of educational strategies for specific student bodies.

FORMAL EDUCATION

Athabasca University , Alberta BA Criminal Justice Studies	2005
Algonquin College of Applied Arts and Technology , Nepean, Ontario Correctional Worker Program Diploma	1992
Heritage College , Hull, Quebec Business Administration Program	1982-1985

TRAINING & PROFESSIONAL STATUS

- **"IN SEARCH OF YOUR WARRIOR," PROGRAM FACILITATOR** 2002
Native Counselling Services of Alberta
- Suicide Intervention, Living-Works Education 2001
Canadian Mental Health Association
- Correctional Services of Canada, Dynamic Case Management 2000
Canadian Training Institute
- Crisis Intervention With Hostile and Aggressive Individuals 2000
Canadian Training Institute

ASSOCIATIONS & AFFILIATIONS

Member of the Ontario Halfway House Association (O.H.H.A.)

VOLUNTEER CONTRIBUTIONS

ABORIGINAL PEOPLES' JUSTICE CIRCLE AND JUSTICE COMMITTEE	2001-2002
<ul style="list-style-type: none"> • Assist offenders' reintegration into the community • Promote offender and victim reconciliation • Aid in conceiving and developing plan of action for disposition and rehabilitation of the offender and victim. 	
STEVENS HANDICAP CENTRE	1990-1993
<ul style="list-style-type: none"> • Supervision of activities and field trips. 	

TECHNICAL SKILLS

OS / Software: Windows 2000, XP, Me / Microsoft Office (Word, Excel, Access, PowerPoint, Outlook)
Correctional Services of Canada, Offender Management System (OMS) (Dos Applications) OMSM; Electronic mail

LANGUAGE SKILLS

Fluency: English and Basic French (spoken)