

Sandra Jennings

DSP Supervisor

CONTACT INFORMATION

(304) 555-0132

sandra.jennings@example.com

Buckhannon, WV 12345

EDUCATION

BA in Psychology | West Virginia University, Morgantown, WV | 2010 - 2014

KEY SKILLS

- Person-Centered Planning
- CareSmart
- Electronic Health Records
- NADSP Competency Standards
- Crisis De-escalation
- Staff Scheduling and Oversight
- Behavioral Data Collection
- HIPAA Compliance
- Vital Signs Monitoring
- Individual Service Plan Development

ABOUT ME

Bringing 12 years of direct support and supervisory experience across residential care settings, with demonstrated skill in person-centered planning, staff scheduling and oversight, and NADSP competency standards. Improved service delivery efficiency by 23% by reassigning staff coverage based on peak-need hours and individual support levels while supervising 8 direct support staff with weekly coaching sessions and quarterly performance reviews. Holds a BA in Psychology and First Aid/CPR/AED certification.

PROFESSIONAL EXPERIENCE

DSP SUPERVISOR | UPSHUR CREEK RESIDENTIAL SERVICES, BUCKHANNON, WV
2020 - PRESENT

- Designed and delivered 9 skill-building workshops monthly covering budgeting, cooking safety, and self-advocacy for 21 residents across 2 group homes.
- Reduced documentation completion turnaround from 2 days to same-day submission by restructuring shift-end reporting procedures in CareSmart.
- Improved service delivery efficiency by 23% over 14 months by reassigning staff coverage based on peak-need hours and individual support levels.
- Supervised 8 direct support staff, conducting weekly one-on-one coaching sessions and quarterly performance reviews aligned with NADSP competency standards.

SENIOR DIRECT SUPPORT PROFESSIONAL | TYGART VALLEY COMMUNITY LIVING, PHILIPPI, WV
2017 - 2020

- Led 6 skill-building workshops monthly on topics including personal hygiene routines, kitchen safety, and public transit navigation for 16 residents.
- Cut average documentation completion time from 3.5 hours after shift end to 47 minutes by creating standardized note templates in electronic health records.
- Coordinated scheduling and coverage changes for a team of 5 DSPs, improving service delivery efficiency by 19% across evening and weekend shifts.

DIRECT SUPPORT PROFESSIONAL | STONEWALL RIDGE GROUP HOMES, WESTON, WV
2014 - 2017

- Facilitated 4 skill-building workshops monthly focused on laundry, meal preparation, and personal finance for 12 residents in a community-based setting.
- Completed all client progress documentation in CareSmart within 35 minutes of each shift, covering a caseload of 11 individuals.
- Monitored health indicators using vital signs equipment for 11 residents each shift, entering readings into electronic health records before end of day.

CERTIFICATIONS

- FIRST AID/CPR/AED | AMERICAN RED CROSS | 2025