

Jemella E. Kennebrew

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## PROFESSIONAL SUMMARY

Seeking a challenging position as an office administrator to apply my 8 years' experience and skills as a front office administrator to demonstrate a great working relationship with strong collaboration, communication, and people skills.

## CORE QUALIFICATIONS

- Strong focus on excellent Customer Service
  - Strong Communication
  - File Management
  - Knowledge of community resources
  - Understands Confidentiality
  - Excellent data entry skills
  - Clear understanding of documentation and reporting
  - Conflict resolution
  - Time management
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## EXPERIENCE

Program Manager  
Friends of Youth

March 2023-Present  
Kirkland, WA

- Work collaboratively with Human Resources, to recruit, interview, select, onboard, train, supervise and evaluate employees.
- Assist the Director with the development of onboarding and learning programs based on contracts, grants, licensing, and Council on Accreditation (COA) requirements.
- Alert the Director and Human Resources, of any job performance issues which may require disciplinary action.
- Supervise and facilitate weekly supervision meetings with the Case Managers.

- Ensure all supervision notes are maintained and current for all employee-held meetings.
- Manage the Emergency Phone Line on a rotating basis.
- Lead and/or assist with planning and hosting regular team meetings.
- Ensure adequate training for employees including specific emphasis on the principles of Housing First, Trauma Informed Care, Harm Reduction and Positive Youth Development.
- Ensure employees are familiar with overall agency personnel policies and procedures and job descriptions.
- Ensure compliance with major grants, contracts, data collection and reporting requirements.
- Become familiar with and monitor implementation of the requirements of funding/referral agencies.
- Maintain a positive working relationship with the key employees of the funding/referral agencies.
- Prepare required and timely reports for funders.
- Meet weekly with Director to discuss and review program operations and policies, initiate discussion on areas of concern and report on the status of clients.
- Ensure minimum program vacancies through timely placement of appropriately screened youth and young adults.
- Maintain, review, and approve, required case notes, documentation, and reports.
- Adhere to the agency's policies, procedures, Council on Accreditation, and funding requirements.
- Ensure the development of individualized living plans for clients.
- Ensure the timely completion of forms and reports required by the agency and all funders.
- Oversee proper delivery of support services to clients, such as employment, rental assistance, housing stability and support permanent housing.
- Oversee completion of quarterly Performance and Quality Improvement (PQI) reviews and summaries.

Program Supervisor  
2023

May 2022-March

Friends of Youth

Kirkland, WA

- Oversee a home for 4 young homeless adults
- Supervise 2 Case Managers and Overnight Residential Staff
- Develop a deep understanding of all funding sources and contractual requirements for program operations. Ensure that budgets for each service category are carefully monitored and reviewed on a monthly basis with all coordinators and that all funding requirements are met.

- Work with grant writers to ensure that all requests are consistent with strategic plan and budgets are consistent with agency guidelines and that outcomes are clear and deliverable.
- Develop contact with significant individual(s) in referring agencies and maintain a positive and collaborative working relationship.
- Ensure that all data on agency service elements are properly collected and entered in Youth Force, in compliance with the requirements of funding or referring agencies, and responsive to agency standards.
- Implement and disseminate agency policy.
- Develop and disseminate program procedures.
- Ensure that the agency is well represented in the community of providers and clients.
- Interpret the agency to individuals, groups and organizations, and the community at large.
- Coordinate monthly budget, recreation, transportation, allowance, etc.
- Advocate policy for homeless youth and homeless pregnant/parenting youth; be knowledgeable about and work in coordination with Ten Year Plan to End Homelessness.
- Work with Volunteer Coordinator to identify appropriate volunteer opportunities, and assist in the training and support of program volunteers.

OMC Asst. Supervisor

08/2017-May 2022

Overlake Medical Clinics- NEUROSCIENCE INSTITUTE

Bellevue, WA

- Support programs within clinics and hospital to help operations
- Coordinate with other departments to deliver effective and critical deadlines
- Develop workflows clinic and providers
- Coordinate authorization and referral for all providers in clinic
- Authorize mediations and infusions for specialty medications
- Specialized in Botox authorizations
- Maintain future authorizations for special procedures done in office
- Coordinate appointments with Primary providers for follow-up visits
- Arrange meetings with team and providers for weekly updates
- Authorize all imaging and nerve studies done in clinic and hospital
- Manage provider's schedules for Holidays/ Vacations
- Schedule outpatient surgeries and obtain authorizations
- Super User for Overlake Medical Clinic
- Check-in patients when needed at front desk

- Responsible for opening clinic

Breast Health Coordinator  
Overlake Hospital

06/2015- 08/2017  
Bellevue, WA

- Scheduler lead responsible for all locations
- Interview and train new employees within Cancer Center
- “Super-User” able to work in other departments when needed
- Overlook all 3 locations daily to help minimize mistakes
- Responsible to distribute daily numbers for Cancer Center
- Heavily involved with Management decisions
- Download images needed for medical providers
- Schedule preventative exams and Surgeries
- Request follow-up referrals from Medical providers
- Register patients for treatments and pre-op surgeries
- Update pathology findings with Cancer diagnosis in EPIC and PENRAD
- Daily calls for Additional View patients with suspicious findings
- Follow-Up calls to refer patients to Breast Surgeons
- Entered patient data into the hospital electronic system
- Called insurance companies to verify coverage

Customer Service Representative  
Gene Juarez

03/2012- 06/2015  
Bellevue, WA

- Lead special reservations representative
- Bridal Coordinator responsible for scheduling bridal parties
- Send itineraries to guest to confirm reservations
- Schedule hair and spa appointments for 10 locations
- Confirm appointments and take payments for spa reservations
- Update guest information
- Front desk receptionist at Main Office
- Schedule standing appointments for V.I.P guests

Housing Advocate Assistant

07/2010- 12/2011

Seattle YMCA Young Adult Services

Seattle, WA

- Schedule Intake appointments for homeless teens
  - Provide information in regard to homeless shelters and food
  - Participate and lead classes provided through the Y
  - Help students with homework and applying for jobs
  - Input applications and determine eligibility for programs
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## EDUCATION

AA- Transfer

09/2009- 06/2011

Bellevue College

Bellevue, WA

Major- Sociology

Diploma

09/2005-06/2009

Garfield High School

Seattle, WA



JEMELLA KENNEBREW  
NON-PROFIT MANAGER

## CONTACT



DEAR KCRHA,

Jemella Kennebrew is a Manager with Friends of Youth. In this role, Jemella looks after/coordinates/manages/leads a team providing Case Management for homeless youth, young adults, and families. All aspects of case management including housing, education and employment are provided to clients enrolled into her programs.

Jemella is a big believer in trauma informed care and supporting her community. Born and raised in Seattle, WA she has seen first hand how homelessness affects families and marginalized communities. Unfortunately, she understands far too well what it means to be "homeless" as she's experienced it in both her youth and adult life. Now, she can provide insight to help with this crisis by providing her experience as a person with lived expertise and in her professional capacity.

Jemella graduated from Garfield High School in 2009. After graduating, she decided to pursue an education in Sociology while attending Bellevue College. After spending a few years working for her Associates, she decided to focus on raising her family. She's been a heavy advocate for representing the black community while raising awareness of the crisis around homelessness.

Jemella is no stranger to non-profit work as she's been active since a young girl participating in community spaces. She has more than 6 years of experience working with young adults providing them safe spaces to heal. She's an assistant coach for a drill team catering to young girls in Seattle. She's also a mother of 3 beautiful children.

Before joining Friends of Youth in 2022, Jemella worked for Overlake Hospital for 9 years. She enjoyed working in the healthcare field, however decided to turn towards what her passion really is; helping those who need it.

Jemella specializes in leadership training and is currently enrolled in a fellowship through the RAIKES foundation. She has successfully served hundreds of clients actively working through trauma and abuse.

Jemella is excited to continue her journey by providing the necessary support to her community.

Sincerely,

Jemella Kennebrew