

DARYL MILES

eemahdena@yahoo.com

Msg. number: 503-278-7794

QUALIFICATIONS

Strong, interpersonal skills with the public and private sector
Warm, friendly and able to present a welcoming sense of community
Extensive experience as an Administrator and Manager, including problem-solving and troubleshooting at all levels
Supervised construction opening and reconfiguration of facility sites
High level of organizational and prioritizing skills
Ability to employ and create a variety of computer programs

WORK EXPERIENCE

Online Training Developer

Community Training Connection

2006-2008

- Created online courses for continuing education units for California residential facilities
- Administrator for learning management system for online learners

Courses developed include:

Autism: Theories of Cause and Treatments
Behavior Issues for Elders
Behavior Issues in Residential Care
Business Ethics in Residential Care
Communication in Residential Care
Conflict Management
Dementia: Behavior? Communication?
Dementia: Getting Through the Day (ADLs)
Dementia: Laying the Foundation
Dementia Speaks: Communication Issues
Developmental Disabilities and Aging

Diabetes Issues in Residential Care
Disaster Preparedness for Residential Care
Diversity Issues in Residential Care
Family Dynamics
HIV, AIDS, and TUBERCULOSIS, with a side of HEPATITIS
Medications: The SMART Approach
Osteoporosis
Sexual Harassment
Spirituality in Residential Care
Thyroid Disorders
Understanding Asperger's Syndrome
Understanding Parkinson's Disease

Courses written specifically for caregiver staff include the following topics:

Caregiving skills
Communication
Getting Through The Day (ADLs)
Alzheimers Disease and other dementias

Understanding Behaviors as Communication
One Client at a Time

Manager, Centerwide Services

San Fernando Valley Community Mental Health Center, Inc.

1991-2002

- Supervised staff of 10, which included office, construction, maintenance and purchasing departments for multi-site mental health programs.
- Accurately and efficiently prepared government reports.
- Authored Emergency Procedures Manual, bringing organization into OSHA compliance.
- Established agency-wide Safety Committee
- Coordinated facility relocation moves; managed and organized the establishment of new sites
- Selected interior design, room configuration, telephone and alarm systems of relocated and new facilities. Interviewed, selected and supervised various vendors.

Accomplishments:

- Designed, implemented and facilitated a safe driving course which was directly responsible for a refund of \$11,000 in auto insurance premiums due to zero accidents in policy year.
- Designed and provided agency-wide training programs in first aid and CPR, and Crisis Intervention for over 200 employees
- Wrote and implemented computer program for purchasing department to improve agency-wide purchasing efficiency
- Successfully wrote three grant proposals, resulting in funding for programs and obtaining a 44-passenger school bus.

Office Manager/Administrative Assistant to Director

North Valley Jewish Community Center

1987-1990

- Managed seven staff, including bookkeeper, secretarial services and receptionist, as well as janitorial services.
- Prepared Human Resources documentation and prepared payroll for 20-30 staff
- Worked closely with the volunteer Executive Board and the Board of Directors
- Provided tours and membership information to prospective members
- Responsible for private rentals of facilities, including ensuring liability insurance coverage for renter
- Responsible for the set-up, breakdown and special requirements for rooms based on requests of group.
- Responsible for stocking kitchen with appropriate items
- Purchasing of clerical, janitorial, kitchen and program supplies
- Coordination of scheduling programs and enrollments
- Designed monthly flyer packets and annual brochures to increase membership and participation in the Center

Accomplishments

- Successfully transitioned office equipment from typewriters to computers, including staff training
- Purchase of multi-tasking professional level copier
- Staffed fund-raising committee to facilitate fund-raising events such as annual luncheons, carnivals and boutiques
- Staffed emergency preparedness committee bringing Center to earthquake and other emergency readiness, including training

Daryl Miles

RELATED WORK EXPERIENCE

Office Manager

Francine Teitelbaum, Professional Conservator

2002-2006

- Coordinated all aspects of administrative support for emotionally and physically disabled clients under court-appointed conservatorships

Interviewer

Life Quality Assessments Program

2002-2004

- Met individually with developmentally disabled clients of Regional Centers
- Conducted needs assessments with clients
- Prepared detailed and accurate reports for each interview

EDUCATION & TRAINING

- Computer Programs:
 - Microsoft Office Suite
 - Timeslips
 - Peachtree Accounting
 - Travantis Lectora
 - Inquisiq LMS
- Completed a variety of university courses at Rutgers University
- New Brunswick, New Jersey

REFERENCES

References will be furnished upon request