

Amanda Fackler, LCSW

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Skills

Experienced Social Worker with a demonstrated history of working in the government, nonprofit and private sectors. Skilled in case management, crisis intervention, supportive counseling, mentoring and communication.

Experience

U.S. Department of Veteran Affairs / PACT Social Worker

July 2015 - April 2018, Chattanooga TN

Worked collaboratively within a comprehensive medical and mental health team to deliver primary care and mental health services to Veterans, ensuring Veteran's whole health needs were addressed. Provided psychosocial assessments to include, but not limited to, current medical condition, untreated or under-treated mental health or substance abuse conditions, economic instability, legal concerns, and inadequate housing and transportation. Coordinated with VA staff and community agencies to assist in problem solving, direct referrals, and service delivery. Served on the QSV (Quality Standards for VA specific medical coding) committee, assisting directly with Social Work Service, in both research and development, as well as providing training to supervisors and staff. Provided direct field instruction and supervision to MSSW students through UTK MSSW distance education program. Sat on the hiring committee for incoming PACT Social Workers. Trained and provided mentoring to newly hired PACT SW staff. Completed 3,000+ clinical hours under the supervision of LCSW.

Erlanger Medical Center / Case Manager

June 2014 - July 2015, Chattanooga TN

Provided a wide range of case management services to include assessments, referral to counseling, patient and family evaluations and discharge planning of socially and medically complex cases. Worked closely with multidisciplinary staff, and outside government and private agencies, to ensure timely discharges and appropriate continuation of care for patients, including durable medical equipment, skilled nursing or rehabilitation transfers, home health care and outpatient therapy. Maintained timely documentation in patient charts.

Bridge Refugee Services / Case Manager; Health Navigator

October 2011 - June 2014, Chattanooga TN

Provided complete resettlement services to incoming refugees, including securing housing prior to arrival, social and immigration services, interpretation, complete orientation to life in the United States, and coordination and transportation to all health and social service appointments. Maintained timely case notes and physical case files in accordance with both Episcopal Migration Ministries, and Tennessee Office of Refugees guidelines.

Worked directly with the Board of Education, local schools and ESOL departments, Department of Human Services, Department of Homeland Security, Episcopal Migration Ministries, TennCare Transportation, Tennessee Office of Refugees, local hospitals, local clinics, contract interpreters and volunteers. Provided and coordinated complete

employment services, including application assistance, transportation and interpretation services, as well as maintaining relationships with local employers. Coordinated and taught the Tennessee Office of Refugee's health orientation to all incoming refugees, including transportation to, and interpretation services for. Administered pre and post assessments. Maintained files and provided bi-annual reporting to maintain grant funding for Health Navigator position. Provided case management to medically intensive cases. Assisted in the creation and editing of the Tennessee Office of Refugee's Health Orientation utilized throughout the state of Tennessee. Provided task management supervision to BSW interns under the Office Coordinator.

U.S. Department of Veteran Affairs & Vet Center / MSSW Intern

August 2013 - April 2014, Chattanooga TN

Provided outpatient supportive counseling under the supervision of Transitional Care Management LCSW. Worked directly with multiple Psychologists assisting with PTSD 101 groups, evaluating participants for Sleep Therapy groups, and participating/shadowing individual Prolonged Exposure Therapy sessions. Participated/Shadowed individual sessions with LMFT and LCSW, including PTSD screening, intakes, EMDR, and CBT. Participated and assisted in Vet Center Vietnam and Korean War Era support groups under supervision of LMSW.

Education

University of Tennessee / PhD in Social Work

Expected Graduation May 2024

University of Tennessee / Master's of Science in Social Work

May 2014

- Concentration in evidence-based psychotherapy with children and families.
- Chattanooga VA Outpatient Clinic WOC employee & Vet Center Intern, 2013-2014

Asbury University / Bachelor's of Science in Social Work

December 2010

- All God's Children, Inc., Caring For At-Risk Teen Moms and Children, Internship 2007-2008
- Kentucky Refugee Resettlement, Internship 2008-2009