

LYNN M MENELEE

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OVERVIEW

Personable, compassionate and proactive professional, focused on building positive rapport with a diverse range of staff and clients. Active listener dedicated to working tirelessly with staff and clients to help them resolve issues and thrive.

HIGHLIGHTS

- Certified Mediator
- Violence prevention
- Community outreach
- Program development
- Staff development
- Strong communicator
- Attentive listener
- Excellent interpersonal skills

EDUCATION

JURIS DOCTORATE: LAW

University of Missouri-Kansas City, Kansas City, MO

1991

BACHELOR OF SCIENCE: SOCIAL WELFARE

The Ohio State University, Columbus, OH

1980

PROFESSIONAL EXPERIENCE

SOJOURNER FAMILY PEACE CENTER

Milwaukee, WI

Associate Director of Hotline Services

12/2017 to 06/2019

- Prioritize, schedule and delegate work assignments, and directly supervise the Shelter Advocate, Overnight Advocates, and hotline volunteers to ensure the domestic violence hotline is staffed 24 hours a day and staff can handle all incoming telephone calls in a manner that results in positive outcomes.
- Train all new and present shelter hourly employees and shelter volunteers in the processes and methods required to achieve the organization's standards for quality, quantity, and safety, with a focus on customer service.
- Develop and maintain training and procedure manuals for hotline staff and volunteers. Provide ongoing in-house training for all hourly shelter staff.
- Review and approve staff timecards and submit in a timely manner.
- Organize and schedule bi-yearly training of hotline volunteers
- Prepare outcome reports and compile and verify all required statistics in accordance with funders expectations and submit accurate copies to the appropriate parties.
- Oversee, train shelter staff and volunteers and troubleshoot shelter database for errors and reports.
- Ensure organizational compliance with all local, state and federal regulatory agencies.
- Adhere to, implement and enforce all Agency policies to include the Confidentiality Policy.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees and volunteers; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

SOJOURNER FAMILY PEACE CENTER

Milwaukee, WI

Beyond Abuse Supervisor

01/2013 to 02/2018

- Successfully hire and train BA Advocates, volunteers and interns focusing on high quality, safety services for clients.
- Schedule, coordinate, organize and facilitate support group sessions weekly.
- Serve as a liaison to provide superior customer service and collaborate to build good working relationships with other Sojourner programs; probation and parole officers; police district 4; as well all other community partners and resources.
- Prepare and submit quality reporting.
- Coordinate and implement necessary programming in accordance with grant and funding requirements.
- Prioritize, schedule and delegate work assignments. Directly supervise the advocates day to day activities ensuring all services are handled in a manner that results in positive outcomes.
- Supervise the data integrity of the department. This includes reviewing, analyzing, correcting of hard copy and computerized record keeping systems.

ADDITIONAL EXPERIENCE

CONCORDIA UNIVERSITY

Milwaukee, WI

Adjunct Instructor

09/2006 to 11/2013

- Developed interesting course plans to meet academic, intellectual and social needs of students.
- Successfully taught Speech Communications and Criminal Justice Liability Law to a diverse group of adult learners.
- Promoted and exemplify leadership development, academic excellence and character formation.
- Received an average score of 4.7 out of 5 on all student evaluations.

MENOMONEE FALLS SCHOOL DISTRICT

Menomonee Falls, WI

At-Risk Coordinator (Contract Successfully Completed)

08/2011 to 12/2012

- Created a comfortable environment by building positive relationships with students.
- Developed a collaborative working relationship with other staff members to determine the most effective behavior and academic interventions for students.

HOPE HIGH SCHOOL

Milwaukee, WI

Educator (Contract Successfully Completed)

08/2010 to 06/2011

- Instructed 10th and 11th grade at-risk urban youth in British Literature and Classic Literature.
- Developed and implemented interesting and interactive learning mediums to increase student understanding of course materials.