

Terry Brockington

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Authorized to work in the US for any employer

Work Experience

Resident Advisor

Covenant House International - Los Angeles, CA
September 2020 to Present

- Provide supervision of the shelter, including oversight and maintenance of the various areas of the facility.
- Safety awareness of situations and spaces.
- Perform day to day operations and duties in accordance with established policies and procedures.
- Provide welcoming, engaging and professional phone and door coverage to include answering and responding to incoming crisis, business information and resource and referral inquiries.
- Crisis prevention and intervention while adhering to agency protocol for responding, reporting and seeking support.
- Build rapport with clients and act as a positive role model and safe adult while maintaining and facilitating healthy boundary setting.
- Be a proactive and involved team member and encourage youth to participate in activities.
- Direct supervision of the youth in the shelter, on outings in community, and during meetings and appointments in the community.
- Develop knowledge of the current community resources available to clients.
- Teach basic life skills such as personal hygiene, household cleaning, and interpersonal interactions.
- Lead groups on skill building as assigned.
- Maintain and engage in consistent communication with the multidisciplinary team by preparing shift notes and logs, as well as creating critical incident reports.
- Attend trainings, meetings and supervision as assigned.
- Function as back-up coverage, as assigned.
- Work directly with clients doing triage (i.e., field questions, ask what clients need, clarify the problem, etc.)
- Supervise clients in completion of chores, if applicable.
- Inspect common areas of the shelter for cleanliness on a daily basis.
- Function as Person in Charge (PIC), as designated

Overnight Stock Associate

Ross Dress For Less - Los Angeles, CA
July 2020 to August 2020

- Maintained good quality customer service at all times
- Ensured proper merchandise presentation is maintained in accordance with company standards
- Responsible for controlling shortage through personal awareness and compliance with company standards and theft deterrents

- Additional tasks and responsibilities as assigned by store management.

Youth Activities Coordinator (Dance/Tumbling)

YMCA - Maywood, CA

January 2017 to September 2019

- Create classes that are interactive, safe and age appropriate.
- Organize instructional space and clean instructional area after class.
- Preplan class sessions.
- Be able to identify hazardous or at risk situations and report them to supervisor.
- Maintain a professional image and work harmoniously with staff and members.
- Attend meetings and trainings as required.
- Create opportunities and get members involved as co-producers of their Y experience
- Help members become educated on the philanthropic work of the Y.

Education

High school diploma or GED

West Rowan High School - Mount Ulla, NC

August 2006 to June 2010

Certifications and Licenses

First Aid CPR AED

April 2018 to April 2019

Assessments

Youth Program Counselor — Highly Proficient

March 2020

Leading, communicating with, and supporting youths

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

May 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Work Style: Reliability — Highly Proficient

February 2020

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Case Management & Social Work — Proficient

May 2020

Prioritizing case tasks, gathering information, and providing services without judgment.

Full results: [Proficient](#)

Work Motivation — Proficient

July 2020

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Recruiting — Proficient

July 2020

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

First Aid — Proficient

June 2020

Treating common medical emergencies

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.