



## Sample Portfolio

# HUMAN SERVICES

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# Educational Goal Statement

My short-term goal is to complete my Bachelor of Science in Human Services in Family/ Youth Services and Administration with honors. I currently hold a position in the human services field, and I want to advance in my career. I cannot advance without a bachelor's degree. My passion is working with people and assisting them to achieve a better life, and I would like to do this on a higher level. Shortly after enrolling at Purdue Global, I browsed the website and saw information about course EL 206. I thought this was a fantastic way to complete my goal faster. I immediately contacted my academic advisor, and after reviewing my qualifications, she determined this would be a good course for me to take. My long-term goal is to become a licensed clinical social worker, so I can become a family counselor.

For ten years, I worked in a preschool classroom. I created developmentally appropriate learning activities for children, gave them life-long skills such as recognizing and knowing how to handle their emotions and how-to problem solve. However, after I studied Maslow's hierarchy of needs theory, I realized I wanted to make difference in the entire families' life. I realized you can teach a child all day and they will not gain anything if their immediate needs are not met such as, food, clothing and shelter. Though I loved working with the children, I often found myself going above and beyond to service the families by providing them with information for community resources and making sure all their essential needs were met.

For a brief time, I ran a daycare of my own where I did a lot of community outreach. I made sure the parent board was loaded with community resources, and I built strong relationships with the parents, so they felt comfortable coming to me for information or assistance. This led me to pursue a job as a home visitor, where I assisted pregnant women, until their children were 3 years old, with self-help skills such as budgeting, family planning, etc.

Later I began to work in my current position as a family advocate, where I work with the entire family on self-help skills to maintain a better life. In these positions, I have attended several workshops and seminars as well as read books to enhance my knowledge and skills. My prior experience has awarded me a lot of knowledge in the human services field; I learned how to properly assess families, so I could service them correctly. I gained cultural competence from working with diverse families and learned how to keep information confidential. I studied the code of ethics and learned how to apply it to my daily work. The aspect of human services I would like to learn more about is juvenile justice. My long-term goal is to counsel juveniles and work with the court system to keep them from being detained.

I would like to learn more about the transition from the juvenile justice system to life as an adult upon release. In conclusion, I have all the necessary work experience, but I don't have the college degree. The college degree will be the last piece that I need to move forward in pursuing my dream career as a clinical social worker.

# Expanded Résumé Entries

## Employment History

████████████████████  
Position Title: Lead Family Advocate  
Position Type: Direct Hire  
Start/End Dated: 9/2016-Present

Train new hire family advocates. Created new community outreach strategies. Created new intake strategies to make the registration process easier. Plan, conduct or coordinate parent workshops to meet requirements of Performance Standards and assessed needs of parents.

████████████████████  
Position Title: Family Advocate  
Position Type: Direct Hire  
Start/End Dated: 05/2014-9/2016

Perform recruitment, selection and enrollment functions including publicity, answering questions, assisting with completing applications, input application data, and preparing acceptance letters, and completing classroom assignments in collaboration with Center Site Supervisor. Develop Family Partnership Agreements (FPA) and make referrals to agencies. Advocate for families to accomplish goals set in FPA.

## Professional Training

Institution Name: ████████████████████  
Start/End date: 11/2016-11/2016  
Country: United States  
Location: Newark, NJ  
Title: Gender in Society  
Type of Training: Training Programs

Institution Name: ████████████████████  
Start/End date: 6/2012-2/2013  
Country: United States  
Location: Orange, NJ  
Title: Domestic Violence Liaison  
Type of Training: Training Programs

████████████████████  
Title/Topic: Strengthening Families  
Organization: Maternal Child Health  
Start/End Date: 10/2017-12/2017  
Event: Strengthening Families  
My Role: Facilitator

Description: Facilitated an 8 week program for parents. The purpose of the program was to build strong parent/child relationships to help them live in the moment with their children and find joy in them.

# Learning Autobiography

Can you believe, I became a part of the working world at the early age of fourteen? Working for the summer youth program, I enjoyed working so much I begged my mom to get a part-time job after school. She agreed because I did not have any extracurricular activities. I began working three hours after school and about six hours on the weekend. When the summer work program was offered, I worked both jobs. I love the sense of responsibility, saving and managing my money.

Even though I started my work career at fourteen years of age working at a local five and dime store in my home town and working summer youth programs during the summer, I consider my sales associate position at [redacted] to be my first real job. This was my first job out of High School and I advanced in a brief time.

At [redacted] I learned the infrastructure of the [redacted] quickly and was promoted to key holder. I also became more social as I provided excellent customer service to the customers. I wanted to learn more about people. [redacted] has a wide range of customers from poor to rich. There were customers who came in that appeared to live on the street that would make a purchase with mostly coins. I gave them the same great customer service I gave people who appeared to have a lot of money. I engaged them in conversation I acknowledge their request and made them feel as important as they are. During my employment at [redacted] I underwent several customer service trainings that focused on giving customers excellent customer service and how to use good customer service to prevent store theft. Once I became key holder, I went to extensive trainings on professionalism. These trainings taught me the importance of professional presence. They reminded us that we were part of a family brand and had to conduct ourselves as a professional always. This meant to conduct yourself as a professional in and outside of work. I was taught to make sure I wrote professionally in emails and memos I sent out to staff. This was the beginning of social media platforms and I was taught to be mindful of what you put on the internet, because once it is out there in cyberspace, you can't get it back. These are tools that stuck with me throughout my entire work career. There were also a lot of critical thinking and problem-solving skills I learned at [redacted]. I was forced to make tough quick decisions as it pertained to customer service and store policy. Sometimes I would have customers who were upset and at times irate and I had to handle the situation. I had to be calm and actively listen to the customers to try to get them what they want or as close to what they want without breaking the rules of the job. During this position, I also learned how to supervise a team of five people. I created schedules and delegated work responsibilities for the sales associates. This is where I had my first experience with public speaking. I researched the topic I was speaking on. I created outlines for my speaking topic and I created agendas for the people attending the meetings. I spoke at staff meetings and formulated plans to reach sales goals given by corporate office. These are also tools that I have incorporated in my entire work career.

Although I enjoyed my employment with [redacted], I was in college to pursue a degree in Early Childhood Education. I felt the need to move on to the education field for experience. In September of 2001 I became a Preschool Teacher's Assistant at [redacted]

My next job [redacted] school teach to effective fa ing on High &

exploratory piece for learning where everything is accessible for the child and they make choices plans to structure their learning. I worked hard in this position and was given awards I was offered a position in a non-abbot classroom as a Lead Teacher. Though this was a fantastic opportunity for me, I decided not to accept

that were in place. This [redacted] There were families [redacted] given a training on cultural [redacted] on personal bias, also to [redacted] ses and to implement this [redacted] in 2012 this position ended

because of budget issues and I began to work my part-time job full-time. My part-time job I worked at a family support worker through a program through visiting nurses association. My job was to work with pregnant mothers from ages thirteen

# Course Petition

## **HN205: Applied Skills for Human Services**

Institution  
Purdue University Global–Online

### **Course Outcomes**

- Describe appropriate interventions based on client needs
- Apply interviewing skills to collect information from clients
- Explain the legal and ethical requirements of professional human service practice

### **Credits Offered**

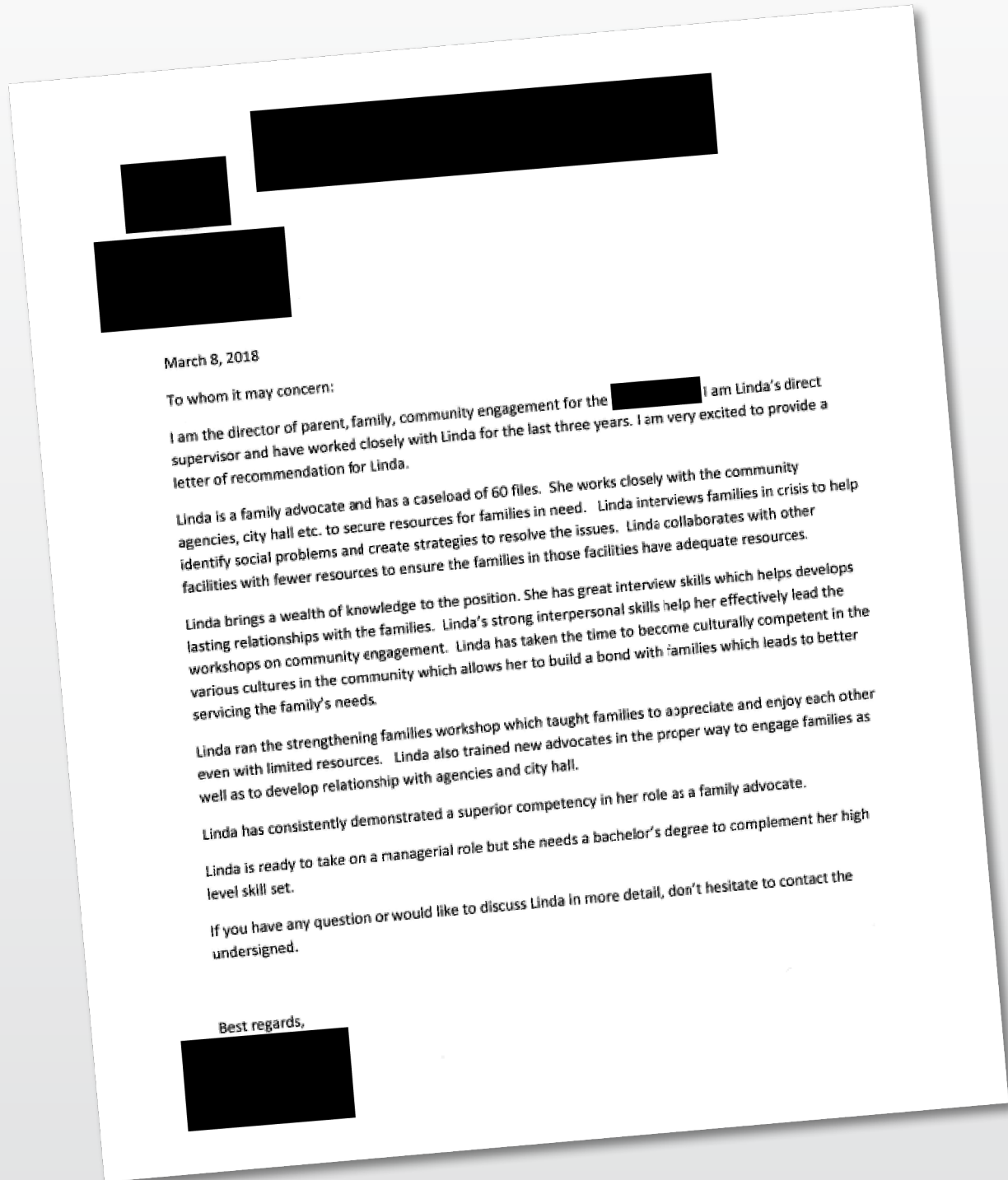
5.00 credits

### **Learning Statements**

- Worked with a family who had insufficient food to complete SNAP application (food stamps).
- Assisted family with signing up for local food pantry until her SNAP application is processed.
- Actively listen to families during home visits and intake.
- Ask pertinent questions to get useful information from families to be able to assist them.
- Kept the families that I serviced information confidential.
- Treated all families with dignity and respect as I worked with them to improve their quality of life.
- Remained cultural competent when working with families.
- Documented home visits in APA Style.
- Wrote reports for supervisor in MLA Style.
- Authored family partnership agreements.
- Drafted incident reports for children in the school that could possibly be used in court.

# Primary Documentation

## Letters From the Supervisor



# Primary Documentation

## Letters From the Supervisor

### Performance Appraisal

Employee's Name: Linda [REDACTED]

Supervisor's Name: Evelyn [REDACTED]

Job Title: Family Advocate

Performance Review Date: February 6, 2018

The following scale should be used in evaluating the employee's performance when compared to the norm of his or her position.

**Outstanding**- Employee consistently meets, and in many instances exceeds, established standards and desired results;

**Very Good**-Employee consistently meets established standards sometimes exceed and never falls short of desired results;

**Satisfactory**- Employee meets established standards; usually meets and seldom falls short of desired results;

**Development needed**- Employee meets established standards in some instances but lacks consistency; seldom exceeds and frequently falls short of desired results from time to time.

Scale:	Outstanding	Very Good	Satisfactory	Improvement Needed	Comments
Performs Job Task	X				
Knowledge of Work	X				
Ability to Organize		X			
Family Service	X				
Quality of Work	X				
Quantity of Work	X				
Communication	X				
Teamwork	X				
Meets Deadlines		X			
Dependability	X				
Recruitment		X			
Judgement	X				
Attitude	X				
Problem Solving	X				
Attendance	X				
Punctuality	X				

**Areas needing improvement:**

[REDACTED] is an excellent employee and meets all standards of her position as family advocate. There is no particular area of improvement for [REDACTED] my advice is just to keep fine tuning her craft she has mastered.

**Areas where improvement has been made:**

[REDACTED] has improved in her public speaking and presentations skills.

# Secondary Documentation

## Certificates

