

# Jessica Cousins

Contact me at:  
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[GitHub](#) | [Portfolio](#) | [LinkedIn](#) | [Capstone Project](#)

*Experienced Regional Director, merging a strong background in health and human service management with Fullstack Development. Proven leadership, problem-solving, and team collaboration in diverse operational roles. Utilizing the MERN stack and a spectrum of advanced technologies actively strengthens my skill set, demonstrating tangible results through creative and effective solutions. A dedicated professional in other areas including Nonprofit Organizations, Negotiation, Quality Management, Volunteer Management, Disability Services, Employment, Residential, Clinical & Day Programs, Senior Services, Education, and Workforce Development.*

## Bachelor of Arts - History: Museum Studies

minor: **Geography**

May

2011

Salem State University - Salem, MA

Certificate in **Fullstack Development - MERN**

Nov 2023

MITxPro

Portfolio: <https://jessicacousins.tech/>

Capstone Project: <https://bank.jessicacousins.tech/>

## Tech Stack

*Fullstack Developer - MERN*

**Docker, Docker Containers, MongoDB, Express, React, Node.js, JavaScript, HTML, CSS, Git, AWS S3, SuperTest, Jest, Bootstrap, LowDB, Faker, DigitalOcean, Postman, Auth0, Okta, GraphQL, Swagger, Strapi, Superagent, Redis, DockerHub, Travis, GitHub Actions, Puppeteer, Next.js, Firebase, Robo3T, Netlify, Heroku, TensorFlow.js**

Certificate in **JavaScript Algorithms and Data Structures** - freeCodeCamp

Nov 2022

Certificate in **Responsive Web Design**- freeCodeCamp

Sept 2022

Certificate in **Front End Development Libraries**- freeCodeCamp

Sept 2023

Certificate in **Cybersecurity** - Google

Jan 2024

## Other Certification:

- *Certified Dementia Practitioner*
- *First Aid CPR AED*
- *PABC*
- *Narcan*
- *ACE Certified Personal Trainer*

## Work Experience

### **Director of Day Habilitation Operations**

*Bridgewell* - Danvers, MA

Mar 2022 - Aug 2022

- Oversaw operations across multiple locations, ensuring streamlined workflows and efficient resource allocation.
- Led and mentored a diverse team, focusing on optimal staffing patterns and recruitment strategies.
- Fostered cross-team collaboration, working closely with the Clinical Team to enhance intake and referral processes.
- Demonstrated expertise in budget management and financial oversight, ensuring operational cost-effectiveness.
- Pivoted operations in response to external challenges, successfully transitioning to improved Covid-19 protocols.

### **Regional Director of Operations**

*Viability Inc* - Salem, MA

Dec 2021 - Mar 2022

- Provided leadership to the Northeast Region and strategic direction for a diverse team, ensuring effective program management, compliance, and quality service delivery.
- Oversaw a wide range of programs encompassing Clubhouses, Supported Living Services, Adult Family Care, Community Based Day Support, Employment Services, Day Habilitation, and Transportation, while navigating various funding sources such as the Department of Disability Services (DDS), Department of Mental Health (DMH), Department of Transitional Assistance (DTA), and State/Regional Vocational and Rehabilitation Service Departments.
- Demonstrated strong financial oversight by participating in budgeting processes, ensuring growth and revenue targets.

- Negotiated contracts with key funding partners, establishing lasting relationships that contributed to program success.
- Engaged in professional networking, furthering organizational reach through active participation in local committees and collaborative initiatives.

### **Clinical/Quality Management**

*American Training Inc - Andover, MA*

Sept 2021 - Dec 2021

- Provided support and training across Residential Services and Community & Day Habilitation Programs.
- Collaborated with the licensed clinicians in the development of protocols, guidelines, assessments, observations, and plan of care documentation for all clients receiving funded services.
- Conducted audits for multiple departments, ensuring compliance with regulatory standards and operational best practices

### **Program Director**

*American Training Inc - Wakefield, MA*

July 2016 - Sept 2021

- Led innovative program launches: Acquired Brain Injury program and notably the state-first CBDS Mobile program.
- Nominated by DDS for participation in the Regional Committee shaping Day Hab program changes in Massachusetts.
- Demonstrated adaptability during Covid-19 by transitioning to virtual and Telehealth services, reopening as one of the first in the state post-pandemic, and doubling program census thereafter.
- Diversified funding by proactively securing new enrollment contracts, notable success following the Covid-19 impact.
- Started the process of opening a for-profit operating out of the non-profit company for employment opportunities.
- Managed budgets across contracts, sites, and operations in coordination with various regulatory entities.
- Oversaw staff development, goal setting, audits, and achieved the maximum CARF Certification term for the facility.
- Fostered strategic partnerships by collaborating with education departments and volunteering at events, enhancing referral opportunities and building strong rapport.
- Played an active role in various organizational committees, emphasizing on program enhancements, outreach, and internal development.

### **Program Coordinator**

*American Training Inc - Lowell, MA*

May 2016 - July 2016

- Supervised Day Hab Program operations under the Program Director's guidance, managing team schedules, and bolstering productivity through efficient task delegation and training.
- Developed a dynamic curriculum for goal achievement, cultivated community engagement, and emphasized open communication through daily morning meetings to enhance team collaboration.
- Engaged in IDT and ISP meetings, maintaining robust communication with DDS, Client Group Homes, guardians.

### **Director of Volunteer Department**

*Compassionate Care Hospice - Woburn, MA*

Dec 2015 to May 2016

- Supervised the Volunteer Department, following compliance on documentation and comprehensive training.
- Volunteer recruitment and retention across multiple regions, utilizing systems: CPS, MUMMS, ADP, Relias, TimeForce.
- Ensured compliance on CHAPS audits and Medicare regulations while contributing to interdisciplinary team meetings.

### **Program Director**

*Benchmark Senior Living - The Falls at Cordingly Dam - Newton, MA*

April 2015 to Dec 2015

- Directed the Programs Department, offering specialized training on Alzheimer's and Dementia care.
- Developed and managed events, promoting resident satisfaction, and established tracking mechanisms for feedback.
- Orchestrated marketing initiatives, including monthly newsletters and relationship building with external agencies.

### **Program Director**

*Hawthorn Retirement Group - Beverly, MA*

Aug 2011 to April 2015

- Represented the company at: ICAA Conference in New Orleans in 2013. Attended conferences for continuous learning.
- Played a pivotal role in the facility's grand opening preparations. Created a monthly newsletter for distribution.
- Part of the team that managed the company's largest facility, adhering to budgets and regulations.