

Haley Morrisette, MSW

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Empathetic, versatile and adaptable person driven to form relationships with individuals and communities and advocate for their best interests. Effective at working with people from a wide range of backgrounds. Passionate about providing meaningful support and services to all people. Past work has included community organizing, crisis management and administrative support. Active listener with a knack for building lasting professional relationships.

EXPERIENCE

Lakeview Center Pensacola , Florida October 2016 - Present

Survivor Care Coordinator

- Acting as primary on call advocate for the sexual violence program
- Linking survivors to community resources after victimization
- Educating secondary and tertiary victims on the impact of trauma
- Outreach coordination and building relationships with community agencies
- Coordinating services between local hospitals in two counties and Victim Services
- Primary counselor to victims of crime that are incarcerated

Lakeview Center Pensacola , Florida April 2013 October 2016

Admissions Assistant/ Office Coordinator

Managed a wide variety of customer service and administrative tasks to resolve client issues quickly and efficiently

Recipient of multiple positive reviews acknowledging dedication to excellent customer service and team skills

Ensured superior client experience by addressing client concerns, demonstrating empathy and resolving problems on the spot

Asked open-ended questions to assess client needs.

Investigated and resolved client inquiries and complaints in a timely and empathetic manner.

Adjusted program mechanics to account for changing conditions

Implemented strategies to increase program effectiveness.

Coordinated work between multiple departments.

EDUCATION

Pensacola State College Pensacola, Florida August 2014

Associate of Arts

University of West Florida Pensacola, Florida May 2017

Bachelor of Social Work

University of West Florida Pensacola, Florida May 2018

Masters of Social Work

SKILLS

Public speaking
Conflict resolution
Team player
Detailed organizational skills
Goal-oriented
Community clinic experience
Experience with diverse populations
Familiarity with substance abuse and mental health systems
QPR Suicide Prevention Gatekeeper
FCASV Certified Advocate
Culturally-sensitive
Trauma informed
Community organizer for marginalized populations
Eye-Movement Desensitization Reprocessing Therapy Trained

AFFILIATIONS

Organizing member of "From Pensacola" grassroots activism group
The Feminist Society of Pensacola
Pensacola Race and Reconciliation task group
STRIVE (Social Transgender Initiative)
LAMBDA Coalition of UWF
Community Service Director and Co-Founder of Black Women Empower Collective
Public Relations for B.L.A.C.K (Black Leaders Advocating Change through Knowledge)
Pensacola Network of Black Professionals
Dream Defenders Pensacola Chapter (Freedom Fellow and Transformative Justice Lead)
Femfest
Florida Crisis Response Team
Women's March Florida
Life Is Hale LLC.

AWARDS

Lakeview Center Champion (2018)
FCASV Elizabeth Knake Outstanding Advocate of the Year (2018-2020)
Baptist Healthcare Legend (2019)

REFERENCES

Shelby Amaral - shelby.amaral@bhcpns.org - 850-686-9664
Dewayne Johnson - 2ndjohnson.dewayne@gmail.com - 850-381-5403