

Lisa Lancaster

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EDUCATION

- Rollins College**, Winter Park, FL, May 2020
Master of Arts in Mental Health Counseling
- University of Florida**, Gainesville, FL, May 2013
Bachelor of Science in Psychology, Minor in Education

LANGUAGES, CERTIFICATIONS, AND PROFESSIONAL AFFILIATIONS

- Conversational in Spanish
- Case Manager Certification June 2018
- American Counseling Association August 2018 – Present
- American Association of Marriage and Family Therapy September 2018 - Present
- Mental Health Counselors of Central Florida September 2018 - Present

WORK EXPERIENCE

- Rollins College Center for Career & Life Planning**, *Graduate Assistant*, Winter Park, FL September 2017-Present
- Mentor students and alumni on the development of resumes, cover letters, internships, and job searches
 - Lead workshops and classroom outreach presentations for students regarding career development
 - Curate and execute social media posts to promote student engagement and career development opportunities
 - Maintain and update employer relations resources including over 350 internship position postings
- Heart of Florida United Way 2-1-1**, *Crisis Specialist*, Orlando, FL, May 2016-Present
- Triage diverse callers through the National Suicide Prevention Hotline, Elder Helpline, and Helpline 2-1-1
 - Conduct risk assessment and refers to local agencies appropriate to the caller's needs and requirements
 - Comply and advocate within all state and federal laws regarding confidentiality and competence
 - Record and report to national databases for suicide and crisis hotline prevention
- Center for Drug-Free Living**, *Counseling Intern*, Orlando, FL March 2018-May 2018
- Collaborated with New Horizons Program conducting intakes, screenings, and both group and individual therapy sessions in public schools with students ranging from 12-18 years of age
 - Developed diverse treatment plans for clients, under the supervision of a Licensed Mental Health Counselor
 - Organized multiple team building experiential activity trips for groups of 30-70 students
- Devereux Florida**, *Family Case Manager*, Orlando, FL, June 2013-December 2013
- Conducted safety assessments and home visits based on individual care requirements and needs
 - Coordinated care for child, family, foster parents, and caregivers to cultivate a healthy and stable environment
 - Created custom case plans and monitored compliance, while assisting clients in completing tasks and goals
 - Testified and advocated for client's in court hearings as needed
- Friends of Children & Families**, *Mental Health Technician*, Gainesville, FL May 2012-January 2013
- Served as caregiver for 6 adolescents, ages 14-17 years, from various troubled backgrounds in a co-ed foster care facility
 - Created and maintained periodic behavioral records for each client
 - Identified personal and mental health needs of each patient through program resources and surveys
- Jewish Community Center**, *Aid for Children with Autism*, Maitland, FL, July 2011-August 2011
- Assisted in curbing self-injurious behavior for a 6-year-old child
 - Coordinated activities to facilitate positive social experiences with other children
 - Documented behavioral progress on a daily basis