**AMY RUELL**

**40 Sunset Ridge**

**Ogunquit, Maine 03907**

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**RELEVANT EMPLOYMENT EXPERIENCE:**

**Private Practice: 1.5 years**

**Provide individual therapy to persons who are struggling around adjustment to visual disability, including mentoring, trauma treatment, and connection to resources.**

**MAB Community Services.**

**Director of Social Services: 3.75 years**

Oversaw and supervised social service programs at MABVI including volunteer, adjustment counseling, and Peer Empowerment Programs; Developed and reviewed intake department and referral processes to more efficiently meet the needs of MABVI consumers; Assisted in developing and teaching a workable consumer centric case management model; Assessed program operations for effectiveness, teamwork, improvement and innovation opportunities; Screened, interviewed, and hired new staff; Supervised all program staff; Provided consultation to intra and interagency clinicians serving blind and visually impaired consumers; Conducted in-person and online demonstrations of access technology devices to consumers and providers; Created and conduct trainings and workshops for consumers, caregivers, and professionals; Tracked statistics, program processes, and reported on overall program alignment, goals, and outcomes on MABVI strategic planning and grant contractual obligations to MABVI leadership; Oversaw budget and financial wellbeing of programs in conjunction with MABVI leadership; Presented progress reports and program goals to funders; Assisted leadership in promoting a culture of diversity and inclusion, Point person for MCB sr contract and primary MCB Liaison.

**MAB Community Services.**

**Director of Low Vision Adjustment and Peer Group Support Services: 2.1 years**

Screened referrals for PEP and counseling programs; Consulted with internal and external professionals around resources and clinical case management; Supervised clinical staff; Created and managed transition to virtual support group provision during COVID pandemic; Developed and lead annual group coordinator training; Developed additional resources for Peer Empowerment Group coordinators and participants; Liaison with and created reports for funders; Prepared and presented reports to MABVI leadership and board members.

**Beacon Health Options, Inc. Boston, Massachusetts:**

**Clinical Care Manager, 12.5 years**

Evaluated requests for psychiatric hospital admission from ER and hospital personnel and consumers; Determined level of care; Authorized care as appropriate; Developed initial treatment plan with service providers; Participated in readmission project to identify and streamline best care for identified frequent utilizers of health care services; Entered data into proprietary database; Trained new staff; Provided supervision and team leadership.

**Baum Retec, Baum USA:**

**Solutions Specialist, 4.25 years**

Provided technical support to customers; Presented and demonstrated products at conferences; Wrote technical manuals.

**National Braille Press, Boston, Massachusetts:**

**Program Manager, 7 years**

Managed Braille literacy and outreach program for parents of blind/visually impaired children; Assisted parents in person, by phone, and through workshops to adjust to child’s lack of sight and associated family stressors; Collaborated with involved professionals to determine most appropriate services and ways to approach resistant families; Provided I&R services as needed; Developed, maintained, and updated outreach publications and resource directories for parents and professionals; Exhibited and conducted workshops at local and national consumer and professional conferences; Developed, organized, and implemented webinars for parents and professionals on braille and technology related topics; Made presentations to current and potential funding sources; Designed and filed statistical reports; Developed and analyzed surveys to evaluate program and make recommendations regarding strategic planning for the organization; Managed $200,000 budget; Collaborated with development department to apply for grants; Maintained database of all contacts; Supervised assistant.

**Amy’s Filters and Forwards: 4 years**

Provided timely information gleaned from over 60 blindness-related e-mail lists to subscribers; Maintained business database and managed subscriptions; Publicized and marketed business to potential customers; Screened up to 1,000 e-mail messages per day; Checked for accuracy and edited entries prior to distribution.

**Value Options, Boston, Massachusetts:**

**Access Line Clinician, 1 year**

Evaluated requests for psychiatric hospital admission from ER and hospital personnel and consumers; Determined level of care, authorized care as appropriate; Developed initial treatment plan with service providers; Entered data into proprietary database.

**Massachusetts Department of Mental Health, Brockton, Massachusetts:**

**Clinical Social Worker, 21 years**

Developed and organized new outpatient department as part of the administrative team; Hired clinicians; Set department priorities; Developed department policies; Provided outpatient therapy to a wide range of individuals, couples and families in an outpatient mental health clinic; Developed and implemented treatment plans with clients; Provided referrals to intra-agency and community programs as indicated; Provided clinical consultation and/or supervision to clinicians; Clinical member of interdisciplinary team, DBT and general peer supervision groups; Made presentations to the community regarding DMH services.

**Dr. J. Robert Shaughnessy Rehabilitation Hospital, Salem, Massachusetts:**

**Medical Social Worker, 2 years**

Provided individual therapy, adjustment counseling and continuing care coordination services to patients and families who had suffered traumatic injuries and/or suffered from chronic illness as social worker on interdisciplinary team; Assistant chair of social work department; Supervised clinicians and BSW students.

**Senior Home Care, Boston, Massachusetts:**

**Social Worker, 1 year**

Assessed frail elders and their families in their homes and determined concrete and clinical service needs; Provided individual therapy; Coordinated concrete services, serving as liaison between community agencies; Provided clinical consultation to B.A. level staff and supervision for MSW students.

**COMPUTER SKILLS:**

* Proficient in using all Windows platform operating systems and many applications, MS Word, Outlook, Excel, PowerPoint, web browsers, Microsoft Teams, Zoom, etc.
* Proficient in using iPhone and iOS from Apple;
1. Proficient in use of screen reading software and numerous adaptive hardware devices for the blind and visually impaired;
2. Provide technical support to blind computer users;
3. Proficient braille reader/writer;
4. Consult with organizations on appropriate system purchase and configuration;
5. Install and configure both mainstream and adaptive software independently;
6. Provide guidance and testing assistance to organizations and corporations about accessible web design;
7. Present workshops on technology and its impact to consumers and professionals;
8. Type 90 words per minute.

**CUSTOMER SERVICE SKILLS:**

* Excellent verbal and written communication skills;
* Skilled in stress management techniques;
* Extensive work with diverse populations;
* Highly organized;
* Work well independently and in a team environment;
* Good sense of humor.

**RELATED VOLUNTEER ACTIVITIES;**

* Former National Board Member, National Federation of the Blind
* President Emeritus, National Federation of the Blind of Massachusetts
* Former Member: NFB Scholarship Committee, Assistive Technology Trainer Committee, Resolutions Committee, Safe Fund Committee
* Member: Consumer Advisory Board, Perkins Library
* Former Member: Braille Literacy Advisory Council:
* Former Member: MCB Statutory Advisory Board
* Former president of VIBUG, group of blind and visually impaired computer users
* Former Vice-President of NFB Massachusetts - Liaison to students;
* Former Member of Ma. Commission For The Blind Rehabilitation Council and chair of task force on electronic access;
* Former Member of Easter Seals Assistive Technology Loan Program committee;
* Former Advisor and grant writer for Cultural Access Consortium;

**EDUCATION:**

Graduate of Access Technology Institute Assistive Technology Trainer Course

Master of Science in Social Work, Simmons College, Boston, Massachusetts

Bachelor of Arts, Smith College, Northampton, Massachusetts, cum laude graduate