


AliciaHamed-Moore

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Professional Summary

Results driven human services professional with a proven track record of success. History of capacity building through strategic merger; use of innovative best practices and comprehensive funding strategies. Demonstrated ability to operationalize concepts through organizational assessment; program development and oversight to ensure efficiency and fidelity. Areas of expertise include:

- Business and Systems Development
- Communication, both oral and written
- Advocacy
- Administration
- Collaboration
- Funding Strategies

Business and Systems Development

- Successfully facilitated three mergers, resulting in creation of a new nonprofit entity growing annual operating budget from \$265,000 to \$1.5 million and tripling program reach. Responsible for designing comprehensive plans for continued agency growth, maintaining oversight of every aspect of operations.
- Significant experience developing policies and procedures that maintain fidelity to regulations and operationalize program services.
- Adept at identifying and implementing evidence-based practices to improve service delivery. Added the first permanent supportive housing model for veterans to the Roanoke Valley.

Administration

- Adaptable administrator accustomed to the integration of new systems, restructuring of work and prioritization of responsibilities in an increasingly complex regulatory environment.
- Managed business operations and provided leadership in a variety of settings including a women's reproductive health clinic, mental health services for children, and treatment/housing programs for those with serious mental illness and substance use disorders.
- Proven track record of successfully managing personnel, finances, facility operations and client services to ensure excellent customer care.
- Recruited and trained a diverse population of staff members and provided collaborative leadership to improve organizational culture and encourage an environment of teamwork and transparency.

Communication

- Ability to utilize strong communication, organizational and problem-solving skills and to liaise with various departments, institutions and the public utilizing a cross-functional approach to relationship building.
- Served as the diversity and cultural competency trainer for the Children's Advocacy Center CASA team by offering group training sessions to new and experienced CASA workers.
- Provided various trainings, presentations, and interviews regarding homelessness and substance abuse services to become a local leader and expert on these topics.

Collaboration

- Provided community leadership for statewide initiative to end veteran homelessness representing the agency and the community resulting in an over 70% reduction in veteran homelessness across the state.
- As a CASA volunteer, ensure representation of the child's best interest by regular communication with the child, GAL, providers and other individuals involved in the child's life.
- Facilitated the development of a community-wide best practices manual for permanent supportive housing, leveraging the support of multiple partners to create shift in practice across the Roanoke Valley.

Funding Strategies

- Established development department with comprehensive funding strategy comprised of federal, state, local and private funders as well as individual donors and special events.
- Obtained and managed two competitive contracts with a total value of over \$1.6 million over 6 years from the Veteran's Administration Medical Center to provide contract housing for homeless veterans.

Professional Experience

Commonwealth of VA	Licensing Specialist	2018-Current
ARCH	Executive Director	2010-2017
CHIP	Director of Mental Health Services	2007-2010
Planned Parenthood	Health Center Manager	2006-2007
	Community Educator	2004-2006
YWCA	Resident/Development Coordinator	2002-2004

Education

James Madison University, 2010

Master of Public Administration, Concentration in Public and Nonprofit Management

Roanoke College, 2002

Bachelor of Arts in Sociology, Concentration in Social Work

Training and Certification

Labor Relations Alternatives, Inc. – Investigator Training, 2018

Twenty-hour Level I Certified Investigator – Conducting Serious Incident Investigations

Court Appointed Special Advocate (CASA) Volunteer Training, 2017

Thirty-five-hour training to navigate child welfare system as a volunteer advocate

Basic Mediation and Conflict Resolution, 2017

Twenty-four-hour training to gain certification in mediation and conflict resolution

Leadership Academy in Ending Homelessness, 2016

Three-day intensive training to hone leadership skills and increase knowledge of teamwork, leadership styles, influences and self-reflection