

# Elizabeth Dondi

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## EDUCATION

- B.Sc. in Human Resources Management -Western Governors University USA
- PHR Certified.

## COMPUTER SKILLS

Microsoft Word, Microsoft Excel, Microsoft Power Point, Microsoft Outlook, CMIPS and Caretracker.

## EMPLOYMENT

### **March 2017 – Current – Interim Executive Director/ Program Manager – IHSS Public Authority Contra Costa County**

- Provide overall policy and program direction for Public Authority in cooperation with the Public Authority Advisory Committee.
- Responsible for management and administration of the Public Authority.
- Supervise Public Authority Staff and ensure staff training and development.
- Principle Staff support to the Public Authority Advisory Committee and its subcommittees.
- Represent the Public Authority on the Public Authority Advisory Committee.
- In coordination with EHSD Fiscal Unit prepare the budget and monitor expenditures to ensure Public Authority operates with the budget.
- In coordination with EHSD Contracts Unit prepare the County/Public Authority Interagency Agreement and monitor compliance.
- Analyze and interpret ACLs (All County Letters) and ACIN (All County Information Notices) and explain to staff and the Public Authority Advisory Committee; policies, procedures regulations and legislation and the effects of these to staff work and the communities served by the Public Authority.

### **August 2008 – March 2017 – Program Manager – IHSS Public Authority – Contra Costa County**

- Direct day-to-day operations of the provider registry, provider/consumer training activities and support services, office management and personnel transactions.
- Staff support person to Subcommittees of the IHSS Advisory Committee.
- Assist Executive Director with on-going design, development and implementation of Public Authority services.
- Develop and/or assist in the development of policies and procedures, operating manuals, workflow charts, narrative and statistical reports.
- Prepare and maintain statistical, fiscal, payroll and personnel information.
- Conduct analytical studies of organizational, budgetary, and administrative issues related to the Public Authority.
- Collect data and prepare analysis in connection with Public Authority budget; and assists with preparation of annual budget.
- Continually analyze the Public Authority operating database to ensure efficiency and working with the contractor implement changes and customizations.
- Monitor Public Authority Contracts to ensure compliance and appropriate renewals dates,

including the initiation of RFI process when need arises.

- Initiate specific correspondence independently for signature by Executive Director or other appropriate management staff.
- Under the direction of Executive Director, hire, train and mentor Registry Specialists and Clerical personnel.
- Supervise Registry Training Specialists and Clerical personnel and ensure appropriate staff development training and activities.
- At the discretion of the Executive Director participate in labor negotiations
- Custodian of Records for Criminal Record Investigation (CBI) for providers.

**April 2005 – August 2008 – Registry Training Specialist – IHSS Public Authority - Contra Costa County**

- Screen, interview, recruit and refer Registry providers to In Home Supportive Services (IHSS) consumers.
- Mediate and assist to resolve conflicts between consumers and providers.
- Maintain and update a computerized tracking database for provider applicants and referrals.
- Coordinate training for IHSS consumers and providers.
- Liaise with Social Workers on individual IHSS cases.
- Represent the office at Care Tracker (Public Authority Database) users meetings.
- Recommend and manage all changes to the Registry Database.

**November 2002 – March 2005 –Sr. Benefits Clerk - IHSS Public Authority - Contra Costa County**

- Enroll Providers in the In Home Supportive Services Program (IHSS).
- Maintain and update Provider records using computerized database system.
- Make payroll changes, complete wage and employment verifications.
- Liaise with Social Workers on actions to be taken on consumer cases.
- Answer Consumers and Providers inquiries on various issues related to the IHSS Service.
- Respond to a heavy volume of telephone and email inquiries on various IHSS consumer/care-provider issues.

**March 2002 – October 2002 –Experience Level Clerk - Contra Costa County IHSS East County (Temp)**

- Provide clerical/secretarial services in the In Home Supportive Services Program.
- Support a team composed of seven Social Workers, two Eligibility Work Specialists and a Supervisor.
- Initiate, maintain and close consumer case records.
- Keep manual/computer files, inquire into computerized database records.
- Sorts, direct mail, prepare correspondence and management reports.
- Answer a heavy volume of public phone calls, screen and respond appropriately.

**December 2000- September 2001- Human Resources Manager - World Vision Kenya Relief Program**

- Provide leadership in Human Resources Department.
- Provide and coordinate quality and timely services in the areas of selection, recruitment, compensation, benefits, salary surveys, performance management and training and development for International and National employees.
- Administer and managed employee contracts.

- Supervise Human Resources Officer and Human Resources Assistant.
- Set up the HR Department and implemented effective HR systems.

**January 2000 – November 2000 – Human Resources Manager – World Vision Angola**

- Provide leadership for the Human Resources Department.
- Provide quality services in the areas of Recruitment, Selection, Job Evaluation, Salary Surveys, Performance Management, Human Resources Planning, Training and development, Compensation and Benefits.
- Manage and administer contracts for International and National employees.
- Formulate appropriate policies to govern employee benefits.
- Supervise Human Resources Officer and Liaison Officer.

**1995 – 1999 Human Resources Specialist – World Vision Sudan/Somalia Program**

- Manage compensation and benefits administration for International and National employees.
- Provide quality services in the areas of Recruitment and Selection.
- Administer and manage contracts for both National and International employees.
- Formulate appropriate policies to govern employee benefits
- Conduct compensation and benefits surveys and make recommendations to management
- Supervise the Human Resources Assistant.

**PERSONAL ATTRIBUTES**

Adaptable, organized, detail oriented, dependable, good listener, fast learner and decisive. Ability to work independently and in a team, to multitask and to work with changing priorities. Excellent communication skills, good judgment and good work ethics.