

Laverne Head

Professional Summary

Forward-thinking professional accomplished in aiding organizations with project management. Manage and organize projects and provide stellar executive-level support. Analyze, prioritize, and complete tasks with professionalism and sound judgement.

Professional Educational History

Cornell University – Ithaca, NY
Certification in Diversity, Equity, and Inclusion (DEI) September 2021 – November 2021

Erikson Institute August 2018 – May 2020
Master of Science Early Childhood Education
Concentration in Leadership & Advocacy
G.P.A 3.9

Kendall College - Chicago, IL July 2014 – March 2017
Bachelor of Arts Early Childhood Education
Concentration in Small Business Management
Academic Honors
G.P.A 3.66

Malcolm X College – Chicago, IL August 2007 – December 2010
Associate of Applied Science Child Development
Academic Honors
G.P.A 3.52

Microsoft Office Programs – Certification June 2002 – August 2004

Computer Learning Center – Chicago, IL June 1994 – June 1995
Computerized Business Systems

Professional History

Erikson Institute - Chicago, IL

Online Adjunct Faculty Instructor - August 2021 – Present

- Maintain student engagement through creative and learning activities.
- Collaborate with fellow colleagues to promote a positive and welcoming learning environment.
- Evaluated and supervised student activities and performance levels to provide reports on academic progress.
- Encourage students to actively participate in class through positive reinforcement and engagement techniques.
- Applied creative instructions methods to promote student learning objectives.

- Adapted methods of instruction and classroom materials to address individual student needs.
- Participated in continuing development and training to bolster professional teaching skills.
- Identified valuable online resources to use in conjunction with lectures and coursework.

Erikson Institute - Chicago, IL

Online Part-time Graduate Instructor Assistant - June 2021 – August 2021

- Assist faculty members with classroom instruction, exams, record keeping and other miscellaneous projects.
- Assist students with course materials and answer emails from students to ensure proper understanding of the course materials.
- Correspond with students on Canvas and lead group discussions.
- Serving as primary instructor for group discussions
- Provide support by mentoring students.
- Meet with students during office and non-office hours.

Service Employees International Union (SEIU) – Chicago, IL

Child Care Instructor – October 2021 - Present

- Developed Instructional materials covering required topics and learning objectives.
- Integrate multimedia technology in classroom instruction for a well-rounded and engaging approach to instruction.
- Source appropriate course materials to support variety of student learning needs and styles and deliver content in relevant and distinctive ways.
- Maintain student engagement through creative subject delivery and learning activities.
- Encourage student participation through positive reinforcement and engagement techniques.
- Apply creative instruction methods to promote student learning objectives.
- Participate in continuing development and training to bolster professional teaching skills.

Service Employees International Union - Chicago, IL

Child Care Facilitator – November 2020 - Present

- Plan, guide and manage online early childhood courses via zoom to ensure course objectives are attained with clear thinking and engaging participation.
- Provide Positive and welcoming experience when collaborating with adult learners.
- Maintain quiet, safe, and respectable online classroom environment to enable participants to engage and learn.
- Establish and enforce rules for behavior and procedures for supporting order among online class.
- Prepare and send class close out reports for course evaluation, attendance, certificates, and payments.

Governor's Office of Early Childhood Development - Chicago, IL

Executive Assistant – November 2020 – December 2021

- Provide day-to-day support and manage Executive Director calendar.
- Address top-level, high-priority issues with professional administrative discretion.
- Provide administrative support to ensure efficient operation of the Illinois Early Childhood Interagency Team (IAT), Preschool Development Grant Birth through Five, PDG B-5 Renewal Grant and the Early Childhood Construction Grant Program

- Aid in preparation of scheduled reports for the PDG B-5 Renewal Grant and the Governor's Office
- Coordinate office projects in collaboration with the Business Manager to achieve efficient office flow and employee productivity, including training, supplies, office equipment, maintenance and repairs, housekeeping, and office maintenance/management.
- Develop and maintain filing systems to support GOECD programs and PDG B- 5 activities.
- Book travel arrangements
- Submit and reconcile reimbursement requests.
- Function as point of contact for external partners, including state agency representatives.
- Provide support and data gathering for PDG B-5 Annual Performance Progress Report
- Other duties as needed or assigned by the Executive Director

Our Leaders of Tomorrow - License Family Child Care Provider – Founder/Owner - Chicago, IL
February 2012 - Present

- Provide leadership and supervision of interactions, activities, and materials that are developmentally appropriate for children's cognitive, emotional, social, language, and physical development.
- Plan, manage and monitor the Family Child Care Program revenue and expenses.
- Protect and enhance the health and safety of all children enrolled.
- Maintain an inviting physical environment which fosters optimal growth and development.
- Inform and welcome parents as observers and contributors to the Family Child Care program.
- Planning daily learning activities that in alignment with the Red Leaf Curriculum and Illinois Early Learning Guidelines and Standards
- Preparing daily learning activities that are safe, engaging, fun and stimulating for a mixed age group of children.
- Preparing nutritious snacks and meals in alignment with the Child and Adult Care Food Program
- Aid in the marketing and distribution of program information.
- Attend all training sessions, including state mandated courses.
- Responsible for the day-to-day safety and well-being of all children enrolled in the program.
- Knowledge of successful Child Care practices and quality program development
- Publish monthly newsletter/communication with parents.
- Collection of fees and implementing program budget
- Maintained records and data on each child and family.

Loyola University Medical Center – Maywood, IL
March 2015 to February 2017 Senior Secretary

- Types and formats correspondence, announcements, reports, and the like
- Aid in completing various projects as needed including summarizing and compiling findings in written reports, spreadsheets, graphs, or another appropriate format.
- Aid other support staff with activities related to on- event planning.
- Prepare check requisitions, purchase requisitions, and expense reports using Lawson to process requisitions.
- Submit and reconcile reimbursement request.

- Order office supplies and arrange for maintenance of office equipment and facilities to ensure proper working order and smooth operation of divisions.
- Aid with department reporting and metrics; budgets, collect data, create spreadsheets.
- Aid in compiling data to prepare operational reports.
- Maintaining files
- Taking and preparing dictation
- Scheduling appointments, meetings, book travel arrangements

Swedish Covenant Medical Group – Chicago, IL

February 2012 to April 2014

Site Supervisor

- Organize and oversees clinical and administrative support staff in the delivery of Patient Care Service
- Coordinating staff schedules and hours including vacation approval and facility coverage
- Assesses staffing patterns and recommends changes.
- Oversee and manage daily assignments of staff.
- Aid in the selection, orientation, training, and performance evaluation of clinical support personnel.
- Participates in the orientation of clinical staff and new physicians.
- Works with Senior Management to ensure satellite operations and relations are effective and consistent with policies and procedures.
- Assists/Performs staff performance appraisals promptly.
- Acts as a liaison between clinical support staff, medical staff, and patients.
- Identify and resolve issues with billing service.
- Monitors staff's procurement of supplies and ordering procedures
- Participates in the development and implementation of operational and clinical policies and procedures.
- Ensures compliance with OSHA, CLIA, and other legal and regulatory agencies to ensure standards of performance for quality care.
- Aid staff in site preparation for site surveys and inspections
- Resolves operational issues and ensures policies and procedures are followed by staff.
- Responsible for the facility management activities
- Monitoring and oversight for the upkeep and maintenance of health care equipment in a manner consistent with the highest standard of safety, sanitation, efficiency, and appearance
- Developing creative solutions to staffing and performance challenges
- Excellent time-management and prioritization
- Fostering an environment of teamwork and cooperation and a culture of workplace safety
- Provide immediate verbal updates of serious incidents to the Site Manager, Operations Manager and/or General Manager
- Working with the Human Resources & Quality Department, and the General Manager to perform orientation of new hires.
- Works to create a positive work environment and proper deployment of direct support staff.

Certifications

Cardiopulmonary Resuscitation
First Aid

Date Awarded

04/30/2022
04/30/2022

Date Expires

04/30/2024
04/30/2024

Gateway to Opportunity Credentials

	Date Awarded	Date Expires
ECE Credential - Level 5	08/28/2017	12/31/2023
Infant Toddler Credential - Level 5	10/3/2017	12/31/2023
Family Child Care Credential – Level 5	05/16/2017	12/31/2022
School Age Youth Development Level 5	7/15/2020	12/31/2026

Presentations

Erikson Institute - Chicago, IL
Business Administration Scale (BAS)
Business Formation for Family Child Care
Managing Budgets for Family Child Care

Town Square – Indianapolis, IN
Budgeting for Family Child Care
Emergency Policies for Family Child Care
Policies for Family Child Care

Professional Trainings

West Suburban Family Child Care Association
Family Child Care & Quality

Spark Learning Lab – Indianapolis, IN
Reflection Training for Coaches

Awards

Paula Jorde Bloom Scholarship
Pelino Family Scholarship

Date Awarded

01/2020
08/2018