Alyssa Moreno

Social Services Assistant

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SKILLS

- Case Management
- Discharge Planning
- Care Plan Meetings
- Medicaid Applications
- Financial Planning
- PointClickCare
- Community Resources
- Spanish
- Compassionate
- Attention to Detail

EDUCATION

Bachelor of Arts

05/2023

The University of Texas at San Antonio

San Antonio, TX

Psychology

CERTIFICATES

Mental Health First Aid

National Council for Mental Wellbeing

03/2024

CPR and First Aid

American Red Cross

09/2025

SUMMARY

Social services assistant with 2 years of experience in skilled nursing and community aid, supporting the social services director of a 120-bed facility. Interviews new residents to assess resident needs, keeps case management notes current in PointClickCare and walks families through Medicaid applications. Bilingual in English and Spanish, with a calm, compassionate manner during hard conversations.

EXPERIENCE

Social Services Assistant

08/2024 - Present

Mission Oaks Health & Rehabilitation — San Antonio, TX

120-bed skilled nursing and short-term rehabilitation facility.

- Interview 25 new admissions a month to assess resident needs, daily routines and discharge goals with the social services director.
- Arrange quarterly care plan meetings for **60** long-term residents and log family input in PointClickCare within 24 hours.
- Coordinate discharge planning tasks for 30 short-stay patients a month, lining up home health, medical equipment and rides home.
- Complete Medicaid applications and financial planning worksheets with families, securing long-term care coverage for 18 residents in 2025.

Case Aide

06/2023 - 07/2024

Alamo Family Resource Center — San Antonio, TX

Nonprofit offering food, rent and benefits assistance to Bexar County families.

- Tracked SNAP and housing benefit renewals for **45** client households, so no family lost coverage during the year.
- Answered 40 intake calls a week in English and Spanish, screening callers for food, rent and utility aid.
- Built a printed guide to 70 community resources that case managers now hand to every new client at intake.
- Organized a donated clothing and hygiene pantry that served 150 families a month with a crew of 6 volunteers.