

Glenda Love MSW,LSW

*A conscientious and compassionate Licensed Medical Social Worker with 10+ years of experience in working with diverse populations in nonprofits, community and health care settings. A skilled communicator, able to maintain cultural sensitivity, establish rapport with members of diverse groups, and promote team cohesiveness. Able to adapt to changing priorities and maintain a positive attitude and strong work ethic. Has experience in Project Management and Human resources. Demonstrates the ability to coordinate multiple and/or multi-phased initiatives, to operate strategically, and to plan new programs in an organized manner.*

### **Licensures/Certification/Accomplishments**

- Illinois Licensed Social Worker
- Certificate in Nonprofit Management
- Care Coordination Certification
- Medical Social Worker
- Gerontology Specialization
- Senior Health Insurance Counselor
- Take Charge of Your Health Class Leader
- A Matter of Balance Coach
- Mobility Manager
- Community Health Worker
- 2020 recipient of the Illinois TRIAD Kathleen Quinn Award
- Alum of the American Society on Aging RISE Fellowship

### **Work Experience**

AgeGuide Northeastern Illinois, Lombard, Illinois

**Aging & Disability Rights Supervisor**

December 2022 -Present

- Supervising the organization's Strategic Plan Advancing Equity Initiative.
- Assisting with program development, coordination and evaluation.
- Assisting in Strategic plan development, and implementation.
- Planning, coordination and implementation of a DEI Committee, legislative forums, advocacy and community events.
- Working with staff to center equity and inclusion in Agency's fundamental work.
- Rethinking organizational approaches and content to align with equity goals.
- Building and maintaining relationships and engaged in collaborative efforts with partners and coalitions, including funded providers, community organizations, national or local legal groups, civil rights groups, aging network members, government agencies, state-based advocates, legislators, and other stakeholders.
- Working directly with the Communications team and Management to enhance communication strategies and expand inclusion.
- Develops and presents training that increases organizational knowledge and understanding of racial, cultural, ethnic and equity considerations.
- Program management
- Completing program reports, grant applications and adhering to program policies and procedures.
- Reviewing and scoring various Request for Proposals.

AgeGuide Northeastern Illinois, Lombard, Illinois  
**Aging & Disability Rights Specialist**

October 2020 -November 2022

- Program management.
- Increasing organizational visibility through presentations, and written communications.
- Completing program reports, grant applications and adhering to program policies and procedures.
- Increasing organizational visibility through community outreach, presentations, and written communications.
- Reviewing and scoring various Request for Proposals.
- Planning and implementation of legislative forums and community events to promote advocacy.
- Assisting with program development, coordination and evaluation.
- Assisting in Strategic plan development, and implementation.
- Building and maintaining relationships and engaged in collaborative efforts with stakeholders.
- Engaging in ongoing internal and external work around building a culture of equity.
- Thought leader in DEI initiatives that address social drivers of equity goals, identifies barriers to clients accessing services and provides access to comprehensive services needed for lasting positive outcomes.

Aurora African American Health Coalition, Aurora, Illinois  
**Grants/Project Manager**

February 2021-Present

- Grants researching, writing, and submitting proposals to help the organization receive grant funding, sponsorships and/or donations.
- Grants compliance, ensuring organization is executing grant requirements, manage fiscal documents and deadlines working with the finance team to work within the project budget, and support program staff as needed.
- Develop and implement Human Resources strategies, programs, and initiatives aligned with the overall organizational strategic plan and goals.
- Respond to worker relations issues, assist in guiding and coaching staff
- Assisting with supervising projects and ensuring objectives are implemented, hiring, supervising and training staff.
- Assisting with supporting programs implementation and tracking program objectives and program deliverables.
- Managing office activities and operations to secure efficiency and compliance to organization policies and supporting in fiscal oversight.
- Managing staff, compensation, training and development.
- Account management and supported financial audit requests.
- Administration of time management procedures, including policy structure, processing of timesheets, and expense reports.
- Assess and identify new opportunities for growth.
- Develop strategic and operational plans, programs, processes and metrics to drive DEI in support of our organizational mission, vision and values.
- Coordinate, perform, and promote policies, procedures, and internal controls and project specific procedures.
- Create partnerships with external organizations to help drive DEI goals and objectives.
- Leverage DEI methods, metrics and benchmarks for measuring progress and continuously improving efforts.

AgeGuide Northeastern Illinois, Lombard, Illinois  
**Community Programs Specialist**

October 2016 -September 2020

- Community outreach with Social service providers and grantees.
- Volunteer Coordination.
- Employment Referral Specialist
- Senior Health Insurance Program Coordinator and Counselor.
- Community liaison.
- Planning and implementation of legislative forums and community events to promote advocacy.
- Plan/Coordinated events, followed legislation updates, and outreach
- Stay updated on the new federal requirements, updates on MMAI/Home Care expansion, Community resources, working with the disability population and Managed Care entities.
- Housing advocate
- Program management
- Mobility Manager
- Health Promotion and Education Programs

AgeGuide Northeastern Illinois, Lombard, Illinois  
**Transition Engagement Specialist**

July 2014- June 2016

- Engaged and provided information on a federal demonstration program, providing community- based services and resources to nursing home residents who were potential candidates.
- Worked collaboratively with stakeholders to provide education and outreach.
- Completed assessments.
- Ensured that enrollees with comorbid diagnoses were given access to community-based agencies and resources that will effectively mitigate risks inherent in community living.

St. Alexius Medical Center, Hoffman Estates, Illinois  
**Discharge Planner**

Feb 2017 – Jun 2018

- Assessments and Interventions
- Received referrals from healthcare team members.
- Intervened with patients and families regarding emotional, social, and financial consequences of illness and/or disability.
- Provided intervention in child abuse/neglect, domestic violence, guardianship (temporary/ permanent), foster care, adoption, mental health placement, adult/elderly abuse, child protection and sexual assault.
- Served as a resource person and provided counseling and intervention related to treatment decisions and end-of-life issues and consent abilities.
- Provided support to families exhibiting complex family dynamics that impacted directly on patient care and discharge.
- Validated discharge criteria for patient and families

DuPage County Senior Services, Wheaton, Illinois  
**Senior Case Manager**

September 2013- June 2014

- Conducted comprehensive in-home assessments for the Community Care Program to evaluate clients functioning level by reviewing physical, mental, emotional and economic conditions
- Promoted awareness of available services and assisting clients in the decision-making process.
- Developed care plans to ensure that clients' health and safety are protected.
- Managed a caseload, providing follow-up, monitoring, and case management.
- Completed all mandated paperwork in a timely manner.

DuPage County Senior Services, Wheaton, Illinois

**Information and Assistance Specialist**

August 2012-September 2013

- Provided information to seniors, their families and other community agencies on how to access programs, services and benefits that are available.
- Performed prescreening of clients to determine their needs and their eligibility for programs.
- Reviewed and discussed plans and program options with clients.
- Completed intakes and necessary paperwork.
- Took reports related to abuse or self -neglect of older adults or persons living with disabilities.
- Assisted clients with applying for financial assistance and other programs they are eligible for.

Northeastern IL Area Agency on Aging, West Chicago, Illinois      January 2012 – August 2012

**Community Planning Intern**

- Participated in the completion of evaluations of agency programs for older adults and caregivers in which results from the evaluations were to be used for planning future agency policies/services.
- Researched information pertinent to agency services.
- Community outreach.

Open Door Health Clinic, Aurora, Illinois

**Social Services Intern**

August 2010- May 2011

- Developed curriculum and facilitated psychoeducation groups.
- Performed mental health assessments followed by development of treatment plans for individual counseled clients.
- Client billing
- Patient coordination.

Countryside Care Centre, Aurora, Illinois

**Dietary Aide/Hostess**

November 2006 – July 2012

- Facilitation of social interaction with residents
- Prepared dining rooms to ensure safety and enjoyable meal experience for residents.
- Assisted with training team members.
- Maintained proper dining room set up.

- Assisted in special events.
- Monitored appropriate checklists in support of the dining/kitchen cleanliness, readiness, standards
- Assisted in inventory maintenance.
- Responsible for handling all food and beverages in accordance with sanitary procedures and standards.
- Ensured compliance with all federal, state and local regulatory procedures regarding food service.

**Education**

**University of Illinois at Chicago**  
Nonprofit Management Certification

August 2020-March 2021

Aurora University, Aurora, Illinois  
**Master of Social Work**

August 2011- August 2012

Aurora University, Aurora, Illinois  
**Bachelor of Social Work**

August 2007- May 2011

\*Proficient in utilizing all Microsoft office products, and most virtual meeting platforms.