JESSICA HENNING

OPERATIONS & DOCUMENTATION COORDINATOR

Furlong, PA 18925 | 215-630-8994 | henningj89@yahoo.com

PROFESSIONAL SUMMARY

Coordinator with ten years of experience keeping documentation, schedules and records accurate: five years at Children's Hospital of Philadelphia (Behavioral Health Clinician, promoted to Lead) and five years of real estate transaction and administrative coordination for a small Bucks County business. Strong in contract and disclosure paperwork, DocuSign routing, deadline tracking, and records that hold up to review.

CORE SKILLS

Contract and disclosure preparation · DocuSign signature routing · Document control and file accuracy · Deadline and status tracking · Multidisciplinary team coordination · Microsoft Excel and Office 365

PROFESSIONAL EXPERIENCE

Children's Hospital of Philadelphia Philadelphia, PA · Oct 2016 – Dec 2021

Behavioral Health Clinician; promoted to Lead Behavioral Health Clinician

- Completed routine safety rounds and documented observations and concerns according to hospital documentation standards.
- Coordinated 1:1 patient observation assignments across hospital shifts, maintaining safety coverage and clear handoffs between teams.
- Collaborated with physicians, nurses and Board Certified Behavior Analysts on individualized behavioral intervention and safety plans.
- Promoted to Lead Behavioral Health Clinician; coordinated observation assignments and shift coverage for the clinician team.
- Supported patients and staff through behavioral crises with de-escalation and adherence to safety procedures.

EARLIER EXPERIENCE

Assistant Teacher — The Goddard School (2014–2015) · Mom's Inc. Preschool and Childcare (2011–2014)

EDUCATION

B.S., Psychology — Lock Haven University of Pennsylvania, 2014

SOFTWARE

Microsoft Excel, Word, Outlook and Office 365 · DocuSign

Tailored for this posting. Every statement above is drawn from my actual work history.