

Human Services Resume Guide

You can use the outline feature to jump to sections

General Resume Advice

- Use space effectively, do not have your content too close or too spread out
- Be consistent with your font size and style, layout, and formatting
- List appropriate contact information (e.g. professional email)
- Organize content most relevant towards the top to least relevant at the bottom
- Tailor subject headers when possible and relevant
- Education and experiences should be listed most recent to least recent in their sections
- If using Google Docs to format your resume, use our [Tips for Using Google Docs for Career Documents](#) to help get started

Human Services-specific Resume Advice

- Define with whom you are working with and use rich descriptors of the population. For example, a rich description such as disenfranchised youth tells your reader a lot more than high school students.
- Use person-centered language when describing populations with whom you work. For example, persons with disabilities, persons in recovery from alcohol abuse, or children in foster care.
- Qualify and quantify your work or the number of people with whom you are interacting.
- Review if it's possible to remove "assisted with" or "helped" - describe what you actually did in your role.

Creating Meaningful Action Statements

Below is a general formula to use as a starting point for constructing meaningful bullet points for your experiences.

WHO – Who did you help in this role (the organization, clients, customers)? Whom were you working with?

WHAT – Describe in detail what you did. What were the results of your work? If you did research, was it published?

WHEN – When did this work happen (daily, weekly, or monthly)? Highlight the frequency you did something to show productivity.

WHERE – Where did your responsibilities occur? Did you interact with people outside of org? Was travel involved?

WHY & HOW – Why did you do the work? How did your job duties help or add to the organization? Be as specific as possible.

Skill + What YOU did + Results/Outcomes

(Action verb) + (Job responsibility) + (How/Why)

BEFORE

Random Fast-food Restaurant, Team Member Any Town, VA, May 20xx – Present

- Take customer orders and answered questions

AFTER

Random Fast-food Restaurant, Team Member, Any Town, VA, May 20xx – Present

- Take orders with a welcoming demeanor, scoring over 90% customer satisfaction on customer feedback surveys.

It is important to **QUANTIFY** – adding numbers – it demonstrates productivity. (Ex. Helped about 15 customers per hour during peak business hours.)

You can use the [Action Verb Resource](#) to help tailor the action verbs for your action statements.

More information on drafting action statements in the [Human Service Accomplishment Statement Guide](#).

APPOINTMENT HOURS

Monday - Friday, 8 A.M. - 5 P.M.
Schedule on Handshake.
Log in at careers.vcu.edu.

OFFICE LOCATION

University Student Commons,
1st Floor, Rm. 143

CONTACT INFORMATION

careers.vcu.edu
careers@vcu.edu
(804) 828-1645

Human Service Worker Resume

Richmond, VA | 804-123-4567 | candycareer@vcu.edu

Education

Virginia Commonwealth University, Richmond, VA
Bachelor of Social Work, Minor: Psychology

May 20XX
GPA: 3.75

Related Experience

Communities in Schools of Richmond
Intern, John Marshall High School

August 20XX – Present
Richmond, VA

- Provide excellent case management to three students by referring them to resources in the community
- Advocate for the rights of children in low socioeconomic households to provide the possible resources available, as well as, assess the needs of students, families, and faculty to better the Carver community.
- Facilitate and design groups for high school-aged students to better behavior, academic success, social skills, and self-esteem.

Stop Child Abuse Now

January 20XX – May 20XX

Family Advocacy Intern

Richmond, VA

- Communicated with a multidisciplinary team of service providers involved in cases of severe sexual and physical child abuse: law enforcement, child protective services, prosecution, mental health, medical services, and victim advocacy.
- Maintained confidentiality of records relating to clients' information and records by only communicating with the multidisciplinary team and other trusted members involved and storing records in private storage.
- Filled out and maintained client-related paperwork, including progress notes, client records, forensic interview notes, and case information.

Volunteer Experience

United Methodist Family Services

November 20XX – April 20XX

Volunteer

Richmond, VA

- Learned how to engage with younger children through interactive activities

Frances and Mary Youth Center

September 20XX – December 20XX

Volunteer

Richmond, VA

- Asked thought-provoking questions as a way to improve students' understanding of concepts

Campus Involvement

Student Government Association

Senator

August 20XX – Present

Bachelor of Social Work Student Association

Events Chairperson

August 20XX – May 20XX

Other Experience

Aramark Dining Services

Office Manager

August 20XX – May 20XX

Macy's Department Store

Sales Associate

September 20XX – April 20XX

Honors and Awards

Honor Society of Phi Kappa Phi School of Social Work Leadership Award

VCU Dean's list

Phi Alpha Honor Society for Social Work

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Master of Social Work/Counseling Resume

804-123-4567 | first.lastname@gmail.com

EDUCATION

Virginia Commonwealth University (VCU), Richmond, VA
Master of Social Work with concentration in clinical practice

May 20XX

James Madison University, Harrisonburg, VA
Bachelor of Science in Psychology

May 20XX

RELEVANT EXPERIENCE

Chesterfield County Department of Social Services, Chesterfield, VA
Social Work Field Practicum

August 20XX – Present

- Manage a caseload of up to five children and youth in the foster care system in Chesterfield County and partner with social worker to assess safety, permanency, and wellbeing via monthly in-home visits.
- Collaborate with parents, prior custodians, foster parents, and children to create Family Service Plans and set goals for clients.
- Co-facilitate virtual trauma-informed parenting group for six adults caring for children and teens.
- Develop knowledge and community partnerships with resources such as Community Services Boards, substance use clinics, outpatient therapy, medical providers, and attorneys, and refer clients as appropriate.
- Document client information and contacts using OASIS, write court reports, and maintain all records in accordance with state and federal guidelines.
- Maintain knowledge of childcare, foster care, and adoption laws and operate within regulations.

Stop Child Abuse Now, Richmond, VA
Family Advocacy Intern

January 20XX – May 20XX

- Communicated with a multidisciplinary team of service providers involved in cases of sexual and physical child abuse: law enforcement, child protective services, prosecution, mental health, medical services, and victim advocacy.
- Researched and created training materials on identifying signs of sexual and physical child abuse and trained 20 community members.

ADDITIONAL EXPERIENCE

Harrisonburg City Public Schools, Harrisonburg, VA
Substitute Teacher

September 20XX - December 20XX

- Maintained classroom and taught lesson plans to elementary and middle school-aged children.

SKILLS

- Microsoft Word, Excel, PowerPoint; Google Suite; OASIS

CERTIFICATIONS & TRAININGS

- CWS3000: Foster Care New Worker Policy Training; CWS5011: Case Documentation; CWS4020: Engaging Families and Building Trust Based Relationships; CWS1041: Legal Principles in Child Welfare Practice
- Motivational Interviewing

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Human Resources Resume

907 Floyd Avenue Richmond, VA 23284 | 804-123-4567 | candycareer@vcu.edu

Education

Virginia Commonwealth University (VCU), Richmond, VA
Bachelor of Science in Psychology
Minor: Human Resource Management

Expected December 20XX
GPA: 3.5/4.0

Human Resource Experience

Human Resources Intern, VSE Corporation, Ruther Glen, VA

January 20XX – May 20XX

- Coordinated and scheduled internal and external stakeholder participation in meetings, conference calls, interviews, and annual events by preparing and distributing meeting and event materials.
- Assisted with the updating of process documents and continuity guides to ensure proper documentation of tasks; ensured timely update and dissemination of organizational charts, phone lists, and emergency contacts
- Participated in special assignments related to developing new or revised human resource policies, programs, and initiatives.

Human Resources Intern, WestRock, Hopewell, VA

August 20XX – December 20XX

- Reviewed applications and communicated with HR team to select candidates; scheduled committee meetings and interviews.
- Conducted and summarized internal and external surveys to gather information for policy development and planning.
- Assessed current training programs and protocols to help develop new programs or modify existing programs.
- Distributed current employee information, policy and procedure manuals and other necessary information.
- Maintained and updated HR-related Excel data spreadsheets, SharePoint, and/or Access database.

Additional Experience

Office Assistant, (VCU), Student Organizations Services Center

August 20XX – Present

- Serve as the initial point of contact for guests. Answer phones and greet guests; ask routine questions to determine needed resources, make referrals, provide information on basic policies, procedures, office services, and programs.
- Assist advisors and staff with coordination of programs and services by conducting research, typing and distributing correspondence, and developing publicity.
- Provided assistance with event set-up and execution throughout the semester as needed.

Barista, Starbucks, Glen Burnie, MD

Seasonal 20XX – Present

- Assist with new partner training by demonstrating proper work flow in various stations and operating the cash register
- Follow Starbucks operational policies and procedures, including those for cash handling and safety and security, to ensure the safety of all partners during each shift.

Community Involvement

Filipina Americans Coming Together, *Vice President*
Society for Human Resources Management (SHRM), *Member*

20XX-present
20XX-present

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Museum Attendant Resume

Richmond, VA | 804-123-4567 | candycareer@vcu.edu

EDUCATION

Virginia Commonwealth University

Bachelor of Arts in History, Expected May 20XX

Major GPA: 3.8

Bachelor of Fine Arts in Painting and Printmaking, Expected May 20XX

Major GPA: 3.8

RELEVANT EXPERIENCE

- Experience with imaging software including Photoshop, Illustrator, and InDesign
- Experience working with Past Perfect museum software
- Five years of customer service experience
- Superb organizational skills and attention to detail

TECHNICAL & SPECIAL SKILLS

• Adobe Creative Suite	• Photography
• MS Office Suite	• Graphic Design
• Past Perfect software	• Painting and Drawing
• Social Media Management	• Data Entry

WORK EXPERIENCE

The Valentine * Richmond, VA

Teacher / Studio Monitor, January 20XX -- current

- Teaching screen printing classes for youth ages 7-16 years old
- Monitoring the studio, printing merchandise for the shop, prepping materials for field trips and classes

Lamplighter Coffee Roasters * Richmond, VA

Manager, April 20XX – August 20XX

- Managed inventory, new hires, public relations, scheduling, social media presence, and day to day operations of the shop
- Provided administrative and secretarial support

Theodore Roosevelt National Park * Medora, ND

Interpretive Intern, May 20XX – August 20XX

- Assisted museum curator with cataloging, inventory, and digital imaging of artifacts, such as artwork, personal items, and household tools
- Developed and delivered interactive educational programs to teach visitors about the park and its history

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Appointments

If you are interested in making an appointment with one of our Career Advisors to review your resume or discuss any other career-related topics/questions, [see which advisor advises your industry of interest](#).

We recommend that first appointments with our office are with a career advisor. In addition, we offer several different appointment mediums to better meet your needs. Choose the medium that best fits your needs.

You can [schedule an appointment](#) by logging into Handshake and selecting the time that works best for you.

Events and Career Fairs

To see our upcoming events and career fairs you can check our [website](#) or log into [Handshake](#).

Questions

If you have any questions you can come into the office, call our front desk at (804) 828-1645, or email us at careers@vcu.edu.

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