

## 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](https://careers.vcu.edu).

## OFFICE LOCATION

University Student Commons,  
1st Floor, Rm. 143

## CONTACT INFORMATION

[careers.vcu.edu](https://careers.vcu.edu)  
[careers@vcu.edu](mailto:careers@vcu.edu)  
(804) 828-1645

# Master of Social Work/Counseling Resume

804-123-4567 | [first.lastname@gmail.com](mailto: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](mailto: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*

20XX-present

Society for Human Resources Management (SHRM), *Member*

20XX-present

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# Museum Attendant Resume

Richmond, VA | 804-123-4567 | [candycareer@vcu.edu](mailto: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
- MS Office Suite
- Past Perfect software
- Social Media Management
- Photography
- Graphic Design
- Painting and Drawing
- 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](mailto:careers@vcu.edu).

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