

Susan A. Coleman, LICSW
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EXPERIENCE

Boston College School of Social Work, Chestnut Hill, MA. September, 1997 to present
Assistant Dean of Field Education, 2011-present

- Operational management of the Field Education Department
 - Chair the placement assignment process for 500+ graduate students annually
 - Recruit and maintain affiliations with human services agencies around New England for prospective internships, research and community involvement
 - Develop and manage Oracle on-line database
- Design field education curriculum to facilitate student development, including orientations, seminars and evaluations; primary author and editor of annual Field Education Guide
- Mentor and support staff of 6 Assistant Directors and 1 Program Assistant in day-to-day operations
- Hire, train and supervise 40+ part-time faculty as advisors
- Design and present *Seminar in Field Instruction* for SW Field Supervisors, at Boston College, for NECON and at select community agencies
- Member of SSW Academic Standards Review Committee, Strategic Planning Steering Committee Executive Committee; Search Committees for Marketing Director, International Programs Director, Admissions Assistant; on-going member of various concentrations to address curriculum development;
- Member of New England Consortium of Graduate Social Work Field Education Directors (NECON), since 2005; Chair for 2009-2010
- Participant in AY 2019 Center of Teaching Excellence cohort
- Participant, *The Jesuit and Catholic Dimensions of Boston College's Mission: A Workshop for Senior Administrators*, June 2010
- Completed Leadership for Change program, co-sponsored by Carroll Graduate Scholl of Management and Sociology department, AY 2008-2009

Assistant Director of Field Education, 2005-2011
Field Education Specialist, 2000-2005

Part-Time Faculty 2000 to present

- Develop and teach Master's level curriculum in Foundation social work practice courses, specifically *Introduction to Social Work Practice* and *Basic Skills in Clinical Social Work Practice*;
- Revise syllabus and teach elective course *Supervision and Staff Management*

Federal Employee Assistance Program, U.S. Office of Personnel Management, Boston, MA
Interim Director and Senior Clinician October, 1991 to June, 2000

- Administrated budget of \$500k+ and managed contracts with over 50 Federal government agencies in the New England region, reported to OPM in Philadelphia and Washington DC
- Supervise clinical and administrative staff, contractors, and MSW interns
- Conducted diagnostic evaluations, provided individual treatment, crisis interventions and referral services for enrolled federal employees
- Provided management consultation for personnel and staff development issues and conducted organizational interventions
- Designed and presented seminars on mental health and workplace issues such as substance abuse, sexual harassment, depression, change and loss, HIV/AIDS, violence

Massachusetts Society for the Prevention of Cruelty to Children, Boston, MA

Clinical Supervisor November, 1988 to September, 1991

- Supervised unit of 5 Master's level social workers in oldest child protective service agency in the United States, with oversight of 100+ families in Boston and its suburbs
- Integral member of administrative team, clinical review committee, and legal strategy sessions with the General Counsel.
- Managed contracts and program operations with Mass. DSS: 8 area and 2 regional offices
- Provided in-service training and presentations on child welfare concerns to statewide staff, Board of Trustees and to general public

Commonwealth of Massachusetts, Department of Social Services, Waltham MA

Social Worker November, 1984 to November, 1988

- Screened and processed child abuse and neglect reports originating from professional sources and general public; conducted training on mandated reporting
- Managed caseload averaging 22 families, treating issues of abuse, neglect, mental illness, substance abuse, and domestic violence; represented agency and child interests in Massachusetts district and probate courts

Commonwealth of Massachusetts, Department of Mental Health

Gaebler Children's Center, Waltham, MA

Senior Mental Health Assistant/Assistant Activities Director May, 1982 to November, 1984

- Provided milieu treatment in Commonwealth's only locked psychiatric hospital for emotionally disturbed children

EDUCATION

Boston College, Chestnut Hill MA

Certificate, Leadership for Change, 2009

Carroll Graduate School of Management

Master of Social Work, 1986

Bachelor of Arts and Sciences, 1982, Cum Laude

LICENSURE

Licensed Independent Clinical Social Worker (LICSW) in Massachusetts since 1988

AWARDS

Sustained Superior Performance Award, U.S. Office of Personnel Management, 1998, 1999

National Director's Award for Excellence, U.S. Office of Personnel Management, 1995

Special Act Award, U.S. Office of Personnel Management, 1994, 1996, 1997

SELECTED PRESENTATIONS

“The Art of Supervision” at BC SSW in 2017 and 2018

“The Multi-Generational Workplace”, at BC SSW and select agencies, 2016

Seminar in Field Instruction, presented annually at BC SSW for agency supervisors; 8 session seminar conducted over the academic year

“Understanding and Implementing the EPAS Competencies” NECON All Comers Meeting, presented at Boston College GSSW, Dec 2009

“Taking Clinical Supervision to the Next Level”, designed and presented to Field Instructors, November, 2009 at Boston College

“Integrating Theory and Practice” designed and presented to Field Instructors, November 2007, April 2008, and November 2009.

“The Next Generation: Changing Profile of MSW Students” co-designed and presented at Council of Social Work Education, Annual Program Meeting, San Francisco, CA, October 2008.

“Understanding and Preventing Violence in the Workplace” presented at Brandeis University, to staff and administrators, Fall 2003

“Managing Stress during Times of Change” presented at Harvard Dental School, to staff and administrators, Harvard University, Boston MA, Spring, 2002

“Consulting, Coaching and Collaborating: Assisting Managers in their HR Role” for U.S. Coast Guard Eastern Regional Conference, Washington D.C., Spring 1999.

COMMUNITY INVOLVEMENT

Saint Robert Bellarmine Parish, Andover MA

Eucharistic Minister; Outreach Committee; Generations of Faith educational programming and Networking Resources Committee