

# ADRIANA JURADO

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**SOCIAL WORK & HUMAN SERVICES | HEALTHCARE NAVIGATION | PROGRAM COORDINATION**  
ASWB MASTER'S EXAMINATION PLANNED: NOVEMBER 2026 | PA LSW LICENSURE PATHWAY

## PROFESSIONAL SUMMARY

MSW-trained social work and human services professional with 6+ years of experience across healthcare navigation, aging and disability services, community engagement, program coordination, research, and administrative operations. Provides person-centered, trauma-informed support to older adults, people with disabilities, caregivers, low-income beneficiaries, students, and community members. Skilled in assessment, case management, service planning, resource navigation, group education, supervision, stakeholder partnerships, confidential documentation, data analysis, and workflow improvement.

## CORE QUALIFICATIONS

Person-Centered Assessment | Case Management | Care & Service Planning | Healthcare & Benefits Navigation | Client Advocacy | Community Resource Coordination | Trauma-Informed Support | Program Coordination & Evaluation | Outreach & Group Education | Volunteer & Student Supervision | Stakeholder Partnerships | Data Tracking & Reporting | Process Improvement | HIPAA & Confidentiality

## SELECTED IMPACT

- Managed 20+ client referrals and service inquiries per day while maintaining timely follow-up, accurate documentation, and responsive communication.
- Redesigned a Microsoft OneDrive intake workflow that reduced processing time by 50% and improved routing, organization, and service consistency.
- Supervised one graduate-level MSW practicum student, trained and supported 8 Medicare counselors, and coordinated approximately 30 Senior Medicare Patrol volunteers statewide.
- Conducted outreach to more than 100 community partners and translated stakeholder feedback into program recommendations, workshops, presentations, and service improvements.

## PROFESSIONAL EXPERIENCE

### Advocate & PA MEDI Local Coordinator

2023 - January 2026

Center for Advocacy for the Rights and Interests of Elders (CARIE) | Philadelphia, PA

- Provided person-centered counseling, case management, healthcare navigation, and benefits assistance for older adults, people with disabilities, caregivers, and low-income Medicare beneficiaries.
- Conducted intake and strengths-and-needs assessments; clarified goals, developed action plans, managed 20+ daily referrals and inquiries, monitored progress, and adjusted support as circumstances changed.
- Reviewed Medicare, Medicare Advantage, Part D, Medicare Savings Programs, Extra Help/LIS, Medicaid-related benefits, eligibility information, plan notices, and supporting documentation to identify accurate next steps.
- Coordinated with clients, families, healthcare providers, insurers, pharmacies, public agencies, and community organizations to address coverage, enrollment, prescription, provider-access, affordability, and documentation barriers.
- Maintained accurate, confidential case notes, referrals, follow-up actions, service records, outreach activity, and program data in Salesforce, Apricot, OneDrive, and related systems in accordance with HIPAA and reporting requirements.
- Delivered individual and group education, webinars, outreach presentations, and resource information; built referral pathways and partnerships that expanded access to healthcare and community supports.
- Supervised one graduate-level MSW practicum student and trained 8 Medicare counselors on case consultation, documentation, confidentiality, communication, referrals, and escalation procedures.

### SMP Coordinator of Volunteers

2024

Center for Advocacy for the Rights and Interests of Elders (CARIE) | Philadelphia, PA

- Coordinated training, communications, participation tracking, compliance follow-up, recognition, and documentation for approximately 30 Senior Medicare Patrol volunteers across Pennsylvania.
- Prepared procedural guidance, tracking tools, service records, and reports; monitored quality and resolved questions affecting accurate and consistent program delivery.

## PROFESSIONAL EXPERIENCE, CONTINUED

### MSW Staff

2022 - 2023

Age-Friendly Greater Pittsburgh | Pittsburgh, PA

- Supported aging, disability, accessibility, health-access, and inclusive-community initiatives through needs assessment, stakeholder engagement, community outreach, project coordination, research, and evaluation.
- Conducted outreach to more than 100 partners and coordinated workshops and stakeholder meetings with public agencies, healthcare and service providers, nonprofits, academic teams, and community members.
- Collected and analyzed participant feedback, access concerns, service gaps, and program data; prepared reports, presentations, meeting documentation, and recommendations for program improvement.

### MSW Social Work Intern

2021 - 2022

AgeWell at the JCC | Pittsburgh, PA

- Completed supervised, person-centered assessments and service planning with older adults and caregivers experiencing medical, disability-related, emotional, financial, transportation, and social-support needs.
- Coordinated referrals and follow-up with healthcare, benefits, caregiver, transportation, and community resources; maintained confidential case notes and service documentation.
- Used supportive communication, strengths-based engagement, and collaborative problem-solving to help clients identify goals, understand options, and overcome barriers to care and community participation.

### Research, Communications & Office Assistant

2019 - 2021

Pennsylvania Center for Women and Politics, Chatham University | Pittsburgh, PA

- Coordinated public programs, outreach campaigns, meetings, and stakeholder events; prepared reports, presentations, correspondence, promotional materials, and program documentation.
- Maintained organized records, spreadsheets, registration and participation data, and tracking systems that supported accurate reporting, timely decisions, and effective communication.

## ADDITIONAL EXPERIENCE

**Hartford Partnership Program for Aging Education Fellow | University of Pittsburgh | 2021 - 2023:** Supported legislative advocacy events, community needs assessment, gerontology education, and peer learning.

**After-School Teacher | Fanny Edel Falk School, University of Pittsburgh | 2021:** Supervised and facilitated structured enrichment for diverse groups of approximately 60 students.

**Research Assistant | Vincentian Collaborative System & Chatham University | 2020 - 2021:** Conducted literature reviews, maintained research resources, and supported faculty-led intergenerational research.

## COMMUNITY SERVICE

**Volunteer Patient Escort | Philadelphia Women's Center | Current - Weekly:** Provide calm, nonjudgmental patient-facing support that promotes dignity, privacy, individual choice, and safe access to healthcare.

**Clinic Defender | Philadelphia Abortion Coalition | Current - Bi-monthly:** Support safe patient access through coordinated clinic-defense activities, de-escalation, direct service, and reproductive-justice advocacy.

## EDUCATION

**Master of Social Work (MSW), University of Pittsburgh** - Community, Organization, and Social Action

**Certificates:** Gerontology; Gender, Sexuality, and Women's Studies

**Bachelor of Arts, Chatham University** - Political Science, History, and Philosophy

**Associate of Arts, Delgado Community College** - Political Science

**International Study:** Universidad de Nebrija, Madrid - Hispanic Studies | Dublin City University - Modern Irish Studies

## CREDENTIALS, TECHNOLOGY & RECOGNITION

**Licensure preparation:** Studying for the ASWB Master's Examination; planned November 2026 (Pennsylvania LSW pathway)

**Training:** HIPAA | PA MEDI Counselor Training | Senior Medicare Patrol Training | Hartford Partnership Program for Aging Education

**Technology:** Salesforce | Apricot | Epic | Lifeline | Microsoft Word, Excel, PowerPoint, Outlook, OneDrive, and Teams | Google Workspace | SPSS | R | STATA | Canva | Constant Contact

**Language:** Spanish (intermediate)

**Selected honors:** Excellence in Practice - COSA Social Work Award | Barbara Stone Hollander '60 Student Leadership Award | CIEE Go Abroad Grant | Chatham University Honors | Phi Theta Kappa Honor Society