

JILL L. BOWEN, M.S.W., R.S.W.
Mind Zen Inc.

EDUCATION

Master of Social Work, Wilfrid Laurier University, Waterloo, Ontario, April 2003

Bachelor of Arts, Psychology, York University, Toronto, Ontario, 1992

Rehabilitation Services Certificate, Seneca College of Applied Arts and Technology, Toronto, Ontario, 1992

PROFESSIONAL EXPERIENCE

SOCIAL WORKER

January 2023 - Present

Mind Zen, London, Ontario

- Provide psychosocial assessment, treatment, and evaluation of individual, interpersonal, and societal problems to assist clients to achieve and maintain optimal psychosocial and social functioning
- Complete ongoing documentation to chart client progress toward goal achievement
- Strengthen relationships among client, family, team, and community
- Work within an interdisciplinary team setting to enhance client psychosocial and social functioning

CLINICAL CONSULTANT

BRAIN INJURY OUTREACH PROGRAM

St. Joseph's Health Care, London, Ontario
Parkwood Institute

September 2008 – Present

- Provide support, consultation, training and education to survivors, family members, caregivers, and community service providers
- Develop cognitive strategies to address challenges experienced by the brain injured survivor to promote independence and optimal functioning within their home, community, and school/work environments
- Research, identify, and coordinate appropriate service providers to meet the complex needs of the individuals living with the consequence on an acquired brain injury

SOCIAL WORKER

NEUROTRAUMA REHAB

St. Joseph's Health Care, London, Ontario
Parkwood Institute

September 2008 – January 2021

- Provided psychosocial assessment, treatment, and evaluation of individual, interpersonal, and societal problems to assist clients to achieve and maintain optimal psychosocial and social functioning
- Completed ongoing documentation to chart client progress toward goal achievement
- Strengthened relationships among client, family, team, and community
- Work within an interdisciplinary team setting to enhance client psychosocial and social functioning

**REGIONAL COORDINATOR
ACQUIRED BRAIN INJURY SERVICES**

St. Joseph's Health Care, London, Ontario
Parkwood Institute

April 2004 – September 2008

- Provided clinical service coordination for individuals living with the consequence on an acquired brain injury who have multiple and complex needs
- Build formal linkages with service providers in the community to meet the needs of ABI clients and their families
- Addressed the potential for fragmentation and duplication of service by enhancing coordination of services and facilitating community integration
- Removed barriers to allow individuals living with the consequence of an acquired brain injury to re-engage in a variety of activities and relationships that comprise ordinary daily life

SOCIAL WORKER

St. Joseph's Health Care, London, Ontario
Regional Mental Health Care, London
Specialized Adult

October 2003 to March 2004

- Provided psychosocial assessment, treatment, and evaluation of individual, interpersonal, and societal problems to assist clients to achieve and maintain optimal psychosocial and social functioning
- Completed ongoing documentation to chart client progress toward goal achievement
- Strengthened relationships among client, family, team, and community
- Assisted the client and family in appropriate use of resources
- Provided discharge planning, including discharge, transition, and aftercare planning
- Worked within an interdisciplinary team setting to enhance client psychosocial and social functioning
- Active involvement in program planning initiative

CASE MANAGER / REHABILITATION COUNSELLOR

Rehabilitation Management Inc., Toronto, ON

March 2001 to November 2003

- Assessed the needs of the individual through a structured interview process and analysis of information, including review of medical, educational, employment, and psychological records
- Developed and coordinated goal-directed rehabilitation plans for individuals of all ages who have sustained traumatic injuries resulting in cognitive, physical, behavioral and/or psychosocial problems. This included diagnostic groups such as brain injury, chronic pain, soft tissue and complex orthopaedic injuries, spinal cord injuries, and sensory impairment
- Facilitated referrals for assessment and intervention to clarify and address specific rehabilitation needs
- Implemented plans aimed at improved quality of life and reintegration into work, home, school, and the community
- Reviewed and monitored plans, and liaised with the injured individual, family, caregivers, health care professions, workplace/school personnel, funders, and referral sources
- Provided reports to communicate functional status, employment/educational status, rehabilitation needs and associated costs and outcomes; negotiate funding to implement necessary rehabilitation plans
- Analyzed and determine lifelong needs and costs in cases of permanent disability

PROGRAM MANAGER

July 1994 to Jan. 2001

Dale Brain Injury Services Inc., London, ON

- Determined and recommended staffing levels to maintain professional agency standards and protocols and fulfill program requirements, given clients' needs and goals; managed and planned the allocation of human resources to meet program and client support needs
- Assumed leadership role in the provision of optimal services to ensure a client-centred, goal oriented, multidisciplinary approach to client support and service delivery, ensuring consistency with agency directions and goals
- Developed, facilitated, maintained, and supported continuous quality improvement strategies and client programs in conjunction with agency-wide initiatives and the Canadian Council of Health Services Accreditation Standards
- In collaboration with the Financial Manager, assisted in preparing the annual budget for all resources for the operation of the program
- Developed, implemented, monitored, analyzed, and evaluated neurobehavioral management programs under the direct supervision of the Clinical Director
- Supported and facilitated the development, implementation, and evaluation of program-based outcome measures consistent with practice-based outcome measures
- Facilitated and fostered collaboration with families, community service providers, and other external stakeholders, monitoring developments and ensuring a continuum of quality client support services

REHABILITATION COUNSELLOR

Sept. 1992 to June 1994

Dale Brain Injury Services Inc., London, ON

- Promoted and facilitated independence and community integration consistent with the client's strengths, challenges, needs, and expectations, as defined in their individualized service plan
- Provided direct support to clients in residential, community, vocational, recreational and educational settings in a consistent, supportive, and positive manner, using the least intrusive approach necessary to attain a goal or participation in an activity
- Participated in the development, implementation, and on-going evaluation of client goals/service plan; developed program revisions and modifications in conjunction with the Rehabilitation Team under the direction of the Clinical Director
- Prepared reports and maintained accurate and concise records relevant to the client's program and progress according to accepted practices and standards
- Participated in the development, implementation, and on-going evaluation of client neurobehavioral programs
- Coordinated service delivery for clients living with the effects of an acquired brain injury; planned and developed client service plans in the areas of activities of daily living, social leisure, and vocational support, with the client's input and involvement

PROFESSIONAL REGISTRATION

- Registered Social Worker, Ontario College of Social Workers and Social Service Workers, October 2003

ADDITIONAL EDUCATION & CERTIFICATION

- ADHD & Emotional Regulation, Dr. Russel Barkley (Digital Seminar), March 2023
- Integrated CBT and Exposure & Response Prevention for Treatment of GAD, Panic Disorder, OCD, Social Anxiety, & Phobias, Kimberly Morrow, LCSW, and Elizabeth Dupont-Spencer, LCSW, February 2023
- CBT for Kids: Trauma Informed Interventions for Depression, Anxiety, Autism, ODD & PTSD, Dr. Pratt, January 2023
- Sexual Health Practice in Rehabilitation, Modules 1 & 2, December 2022
- PICS – Prevention and Intervention in Crisis Situations, March 2021
- Assessment of Suicidal Risk using Columbia-SSRS, September 2020
- ASSIT: Applied Suicide Intervention Skills Training, July 2018
- Achieving Clinical Excellence, Dr. Scott D. Miller, February 2016
- Key Strategies in Enhancing Motivation for Change, Dr. Marilyn Herie, October 2009
- Intensive Behavioural Intervention, Behaviour Institute, 2001
- International Center for Clubhouse Development – Basic Clubhouse Training, Fountain House, New York, NY, 2000
- Human Services Management, Queen’s School of Business, 2000
- Human Resource Management, Queen’s School of Business, 1998
- Managing Toward Accountability for Performance, Queen’s School of Business, 1997
- Program in Community Based Rehabilitation Level 1, Brock University & Ontario Brain Injury Association, 1994