Pamela M. Alvarez, DM, MSW

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Dynamic servant leader and educator focused on helping others to learn, grow, and succeed.

Core Skills and Leadership Attributes

Strong Interpersonal Skills	Collaborative	Mission Driven
Critical and Creative Thinker	Relationship Oriented	Clear Communicator
Ethical, Responsible, & Flexible	Culturally Humble	Process & Outcome Oriented

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Educational Background

Doctor of Management in Organizational Leadership (DM)
University of Phoenix - *Dissertation Title: A Phenomenological Study of Social Work Leadership*

Master's Degree in Social Work (MSW)
University of Wisconsin – Milwaukee

Bachelor's Degree in Social Work (BSW)
University of Wisconsin – Milwaukee

Academic Appointments

University of South Florida – Tampa, St. Petersburg, and Sarasota, Florida
College of Behavioral and Community Sciences, School of Social Work

- **Associate Professor of Instruction:** Focus on teaching macro practice/policy courses and general education electives (Happiness & Well-Being and Meaning in Life) **2023- Present**
- **Associate Director/Accreditation Specialist:** Responsible for daily operations of the School of Social Work: leadership development (for faculty, students, and professionals in the community), course scheduling, developing the semester instructional budget, orientation and training of faculty, curriculum development, accreditation adherence **2020 - 2021**
- **Assistant Professor of Instruction:** Focus on teaching macro practice and social welfare policy courses, general education electives, and oversight of accreditation activities **2019 - 2023**
- **Interim Director of Field Education:** Responsible for field placement of all BSW **2010**

and MSW field students. Taught 2 courses and provided oversight of the Field Program including outreach and communication with organizations in the Tampa Bay Region

- **Adjunct Instructor:** Taught a variety of undergraduate and graduate courses with a focus on Social Welfare Policy, Macro Practice, Group Treatment, and Research and Statistics **2004 - 2011**

University of Phoenix - Phoenix, Arizona **2006 - 2019**
Colleges of Health & Human Services/Criminal Justice & Security

- **Online Course Facilitator:** Case Management & Services in Criminal Justice; Human Services in Criminal Justice; Mental Health and Crisis Intervention in Criminal Justice; Building Community in Organizations

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Teaching Experience

University of South Florida School of Social Work (Face-to-Face and Online)
Graduate Courses
SOW 6126 Health, Illness, and Disability
SOW 6186 Foundations of Social Work Macro Practice
SOW 6235 Foundations of Social Welfare Policy
SOW 6236 Social Welfare Policy Development and Analysis
SOW 6305 Foundations of Social Work Practice
SOW 6368 Individual, Family, and Group Treatment III
SOW 6375 Advanced Social Work Macro Practice Seminar
SOW 6405 Foundations of Social Work Research and Statistics

Undergraduate
SOW 3101 Human Behavior and the Social Environment I
SOW 3102 Human Behavior and the Social Environment II
SOW 3401 Research & Statistics
SOW 3802 Happiness and Well-Being (general education elective)
SOW 3804 Meaning in Life (general education elective)
SOW 4233 Social Welfare Policy and Program
SOW 4315 Case Management with Diverse Populations
SOW 4341 Multi-Methods of Social Work Practice: Micro
SOW 4343 Multi-Methods of Social Work Practice: Macro

University of Phoenix Online *(Undergraduate)*
College of Criminal Justice and Security Courses
CJHS 400 Theory and Practice: Human Services in Criminal Justice
CJHS 410 Mental Health and Crisis Interventions in Criminal Justice
CJHS 420 Case Management and Services Provided in Criminal Justice
CJHS 430 Collaborative Services in Criminal Justice

College of Health and Human Services Courses
BSHS 441 Advocacy and Mediation (Human Services)
BSHS 442 Advocacy and Mediation (Human Services Management)

BSHS 452 Program Design and Proposal Writing
BSHS 462 Building Community in Organizations

Professional Experience

BAYS Florida – Tampa, Florida **2010 - 2019**
President & Chief Executive Officer: Leadership of a statewide nonprofit organization serving children & families involved in the Florida Juvenile Justice system. Oversight of a $10 million budget, 15 regional offices, 100+ employees; performance management and leadership development of senior team of 10 and 12 supervisors; program implementation and grant writing; strategic planning; development of collaborative partnerships; leadership research and training.
Major Accomplishments:

- Expanded programmatic service delivery from 16 to 65 Florida counties
- Doubled budget with expansion of core case management services and development of new programming
- Implemented evidence-based programing (intensive wrap around case management and FFT) resulting in positive outcome evaluations
- Increased the use of technology with the implementation of cloud-based solutions
- Awarded Tampa Bay Times Top Workplace designation for 3 years (2015-2017)
- Implemented strategies (Leadership Development Program, Administrative Workshops, and an Employee Advisory Council) to strengthen organizational culture and promote inclusion, engagement, diversity, and leadership preparation/succession
- Developed leadership training sessions based upon contemporary literature: emotional intelligence, transformational leadership, servant leadership, engaging Millennial/Gen Z workforce, multi-generational relationships, diversity, and leadership succession planning

All Children's Hospital – St. Petersburg, Florida

- **Administrative Director of Patient and Family Care Coordination:** Oversight of departments/programs providing psychosocial care to patients and families: supervision of staff, budget preparation/monitoring, grant writing, program evaluation/cost-benefit analysis, and organizational-wide change management, leadership, and diversity training and support related to the transition into the new facility **2009 - 2010**
- **Director of Social Work Services:** Leadership and oversight of Social Work Department (inpatient, outpatient, and specialty clinics), supervision of 25-member team, budget, and patient/family satisfaction and community relationships **2008 - 2009**

JDI Group, Inc. - Tampa, Florida **1997 - 2008**
President and Lead Consultant: Provided strategic planning, leadership development training, group facilitation, management assessment, executive leadership coaching, team building, project management, grant writing, and program development and evaluation.

The Centre for Women, Inc. - Tampa, Florida **1995 - 1999**
Director of Program Development: Provided strategic planning, leadership development training, management assessment, executive leadership coaching, team building, project management, grant writing, and program development and evaluation.

Community Leadership and Service

USF School of Social Work Professional Advisory Council – Coordinator **2019 - Present**

The Association for Community Organization and Social Action – Member **2019 - Present**

Previous Community Leadership and Membership

Nonprofits Insurance Alliance Group – Santa Cruz, California **2015 - 2022**

- Alliance of Nonprofits for Insurance (ANI) – Board Member; Vice Chair (2015-2020)
- National Alliance of Nonprofits for Insurance (NANI) – Board Member (2016-2022)
- Alliance Member Services – Board Member and Personnel Committee Chair (2016-2022)
- Secretary of Nonprofits Alliance Member Services (AMS) (2016-2018)

Florida Juvenile Justice Association (FJJA) – Tallahassee, Florida

- Past President (2018-2019)
- President (2016-2018)
- Executive Committee Member (2011-2019)
- Adolescent Conference Chair (2013-2016); Presenter -various leadership topics (2012-2016)

- Appointed to **Governor-Elect DeSantis– Nunez Transition Advisory Committee for Public Safety** (December 2018)
- Appointed to **Governor Rick Scott's Mental Health Roundtable** – Marjory Douglas Stoneman school shooting debriefing and planning sessions (February 2018)
- **Florida Smart Justice Alliance** – Board Member (2014 - 2016)
- **Hillsborough County Juvenile Justice Board** – Board Chair/Executive Committee Member/Committee Chair/Member (1995-2013)
- **Casey Foundation JDAI Steering Committee** Member and Data Committee Member (2011-2014)
- **USF School of Social Work Community Advisory Committee** (2010-2012)
- **Aquatic Exercise Association** – Member and Instructor (2002-2008)
- **Ophelia Project Tampa Bay** - Board Chair and Program Volunteer (2002-2006)

Technology Proficiency

Microsoft Office 365	Blackboard Collaborate Ultra	Group Me	Canva
Zoom	Microsoft Teams	Doodle	Calendarly
Kaltura	Canvas	YouTube	Chat GPT

Training and Certifications

University of South Florida – Served on the Curriculum Committee that created the Mental Health and Wellness in the Workplace Certificate Program (2022-2023)

University of South Florida – Trainings Related to Anti-Black Racism and Creating Inclusive Classrooms

- Neurodiversity: Designing Inclusive Environments (2023)
- American Psychological Association: Psychological Science Explains Why Some Feel Threatened by Equity, Diversity, and Inclusion Initiatives (2023)
- Enlightenment Workshop Series (2022 – 2023)
- Teaching on Eggshells (2022)
- Social Justice Trip to Montgomery and Selma, Alabama (4-day immersion) (2022)
- CITL Workshop: Implementing Inclusive and Equitable Strategies in Higher Education to Promote Student Success (2021)
- Mission: JOY, A panel conversation on creating happiness in troubled times (2021)
- Printing Black America: W.E.B. Du Bois's Data Portraits in the 21st Century (2021)
- NASW NYS Sustaining the Movement when the Moment is Over (2021)
- Policing and Social Justice in Tampa Bay: A Conversation (2021)
- "Remembering Elijah Cummings: With Author James Dale and Maya Rockeymoore Cummings" offered by the Hillsborough County Public Library Cooperative (2021)
- Antiracism in the Classroom with Frank Leon Roberts (2020)
- A Social Work Conversation on Racial Justice During Covid-19 (NASW Michigan 2020)
- Frontier Forum with Professor Ibram X. Kendi (2020)
- Robin DiAngelo: White Fragility (2020)
- Addressing Racism: A Call to Action for Higher Education (Columbia University 2020)
- Virtual Congressional Briefing – Black Lives Matter: Social Work and the Future of Policing (2020)

University of South Florida Muma College of Business – Diversity, Equity & Inclusion Certificate (2021)
University of South Florida – Online Instructor Certification (2020)
University of South Florida - Conflict Dynamics Profile with debriefing call with Office of Ombuds (2019)
University of Phoenix – Faculty Blackboard Certification (2019)
University of South Florida and University of Phoenix - Title IX Training (2019, 2020, 2021, 2022)