

Dr. Avril Knox, DSW, ACSW
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EDUCATION

Walden University, Minneapolis, MN

Doctor of Social Work

Dissertation Title: Integration of Social Work Practices with Refugees Migrating to the United States

Chair: Dr. Bernadette Marson; and Committee: Dr. Elizabeth Walker

Southern University, New Orleans, LA

Master of Social Work

Southern University, New Orleans, LA

Bachelor of Arts in Psychology

ADDITIONAL TRAINING AND CERTIFICATION

- Academy of Certified Social Workers (ACSW)

PROFESSIONAL ASSOCIATIONS

- Member, Alpha Kappa Alpha Sorority, Incorporated, Alpha Xi Omega Chapter
- Member, Association of Oncology Social Work (AOSW)
- Member, National Association of Social Workers (NASW)
- Member, Phi Alpha Honor Society Member- Walden University
- Member, Psi Chi, International Honor Society in Psychology
- Member, Sigma Alpha Psi, National Society of Leadership and Success

EMPLOYMENT HISTORY

Adjunct Professor
Dallas College

PRN

August 2006 to Present

- **Dynamic, Active Classroom**
 - Use of effective teaching strategies and multiple teaching techniques; teaching and modeling appropriate level learning skills and creating an environment conducive to learning
 - Creating high levels of student engagement through activities, community building, and student-centered learning, including the use of live classroom tools to hold synchronous learning sessions with students
 - Clarity, relevance, and connection of class session objectives to course performance objectives
 - Organized classroom and efficient use of class time
- **Subject Matter Expertise**

- Demonstrate mastery and ability to articulate and relate to students
- Plan an integral role in the development and implementation of curriculum and assessment for their area of expertise
- **Student and College Support and Professionalism:**
 - Faculty are responsible for creating a classroom presence in support of students in collaboration with their Dean
 - Student support and outreach that supports the success of students is accomplished through faculty availability to students in all courses through synchronous or asynchronous communication and meetings to help students achieve the learning objectives for their course(s)
- **Faculty Meetings and other responsibilities:**
 - Faculty will attend events, programmatic meetings, and committee work as agreed upon and or designated by the Dean

Teaching Assistant Part-Time August 2020 to December 2020
Virginia Commonwealth University

- Analyzed student activity within discussions and assessments and choose the appropriate responses
- Accurately used the right type of reactions based upon training and input from the master instructor
- Assisted in managing generic student communications
- Utilized online learning platform (Canvas) to communicate with students
- Successfully presented and taught research for the Master of Social Work Department
- Assisted with grading and operational duties
- Monitored engagement levels and provide recommendations on the best approach on how to increase engagement
- Adhere to university policies and procedures
- Other duties as assigned

Director of Programs Full-Time June 2010 to October 2019
Catholic Charities Dallas

- Implemented policies and procedures for efficient and effective service delivery.
- Awarded the 2014 Distinguished Human Service Professional Award, Community Council of Greater Dallas
- Overseen Refugee Resettlement, Employment Services, Education Services, In-Kind Donations, Food Services, Housing, Disaster & Financial Stability programs
- Defined the scopes of services rendered within regulations of State/federal cooperative agreements, funding contracts, and Council on Accreditation (COA) requirements.
- Supervise, train, and coach sixty associates toward meeting outcomes and objectives
- Overseen one of the most extensive employment programs in the Dallas area
- Led an English Literacy Instruction program; eight locations
- Fiscal manager of over six million dollars; secured program funds through grant writing and federal contracts

Director - Emergency Shelter Services Full- Time November 2002 to May 2010
The Family Place, Inc.

- Managed the overall operation of the Family Violence Shelter
- Formulated program goals and objectives, including program and policy development
- Conducted excellent program audits; maintained compliance with fire, health, licensing, and program standards
- Proven record of zero auditing deficiencies/findings
- Managed scheduling and operational issues for a 24-hour staffed crisis office, including crisis hotline operation and overseeing resident interactions in a shelter setting.
- Provided rotating on-call leadership support to specialists.
- Managed a staff of temporary workers or PRNs, establishing relationships with these staff and coordinating logistics to fill schedule gaps in the crisis office's operation.
- Supervised and provided performance management of the PRN team in a consistent and timely manner.

COMPETENCIES

- Analytical skills, professional insight, business ethics, a thorough understanding of continuous improvement processes, problem-solving, respect for confidentiality, excellent communication, and presentation skills.
- Conduct job responsibilities in accordance with the ethical standards of conduct, state contract, appropriate professional standards, and applicable state/federal laws.
- Practical verbal and written communication skills.
- Excellent organizational skills with the ability to prioritize workflow and meet deadlines.
- Ability to handle multiple tasks and special projects simultaneously.
- Able to work autonomously with minimal or no supervision.
- Able to maintain a high level of professionalism and confidentiality.
- Ability to organize the workflow and develop efficient clinic procedures.
- Ability to manage change and motivate employees to achieve standards.
- Ability to establish a healthy team atmosphere with an emphasis on achieving group and individual goals.

SKILLS

- Proficient Blackboard user and virtual communication.
- Regulated time management skills to successfully teach a group and increase productivity, achieving program goals and objectives.
- I am energetic and goal-oriented with a genuine passion for expanding my knowledge to be competent in the field to help others.
- I have a strong belief in individual empowerment to help foster positive change.
- Documented and maintained client records in accordance with policies and regulations.

- Worked as an educator, collaborator, and networker dedicated to creating and sustaining a positive culture and climate for the success of all students, and community constituents
- Areas of expertise include Nonprofit Leadership and Administration, Cultural Diversity Equity, Community Outreach, Volunteer Management, Group Facilitation, and Curriculum Development