
DANIEL K. SHEFF

PROFILE

Passionate mental health advocate with over twenty years of experience working with diverse populations, seeking individual solutions to concerns, and developing new strategies and solutions to ongoing challenges for both clients and organizations.

WORK EXPERIENCE

COACH & OFFICE MANAGER, EVERGREEN COACHING & COUNSELING; CHAMPAIGN, IL – DEC 2020-PRESENT

- Supervise office operations of multi-location mental health counseling practice including client intake for thirty counselors, inventory and ordering of supplies and testing protocols, and coordinate meetings.
- Develop policy, procedure, and process documentation for all staff.
- Provide academic, professional, and executive functioning coaching to individual clients using task-centered and solution-focused, strengths-based approaches.
- Maintain documentation of sessions.
- Conduct social and clinical history interviews with Disability Determination Service claimants and write detailed reports.

SERVER/PROJECT COORDINATOR, BIG GROVE TAVERN; CHAMPAIGN, IL – JUL 2019-PRESENT

- Trained and developed new members of 35-person front-of-house staff.
- Continued to assist management team in reviewing reporting errors or investigating cash discrepancies.
- Served an average of 45 guests from diverse backgrounds per shift with consistently high service ratings.

ASSISTANT MANAGER, BIG GROVE TAVERN; CHAMPAIGN, IL – JUN 2015- JUL 2019

- Developed and streamlined cash handling procedures, payroll systems, and point-of-sale systems operation.
- Reduced cash handling errors by 80% through new systems of tracking.
- Assisted in the hiring, training, and development of a staff of 35 front-of-house employees.

ASSISTANT MANAGER, RADIO MARIA; CHAMPAIGN, IL – AUG 2012-JUN 2015

- Hired, trained, and supervised staff of 20 front-of-house employees.
- Oversaw growth and development of brunch service and late night business, with increases of 25% in day-part sales year-over-year 2013-2015.

SUPERVISOR, BORDERS GROUP, INC.; CHAMPAIGN, IL – MAR 2004-SEP 2011

- Two time Customer Service Employee of the Month.
- One time Employee of the Quarter.
- Consistent 5-Star Service Mystery Shops in Cafe.
- Maintained Cafe at 6% of total store sales, highest percentage in 14-store district, for 2 consecutive years.
- Trainer and supervisor on two new store openings and one relocation.

EDUCATION

UNIVERSITY OF ILLINOIS, URBANA, IL – MASTER OF SOCIAL WORK – ANTICIPATED AUGUST 2024

UNIVERSITY OF ILLINOIS, URBANA, IL – BACHELOR OF SOCIAL WORK – ANTICIPATED MAY 2023

PARKLAND COLLEGE, CHAMPAIGN, IL – A. A., SOCIAL WORK, WITH HONORS – MAY 2021

SERVICE LEARNING

RANTOUL TOWNSHIP SCHOOLS; RANTOUL, IL – SEP 2022-DEC 2022

- Assist in updating a Champaign County healthcare resource list
- Research healthcare providers in Champaign County who accept Medicaid

UNITED WAY OF CHAMPAIGN COUNTY – FALL 2019

- Assisted in updating the Financial Literacy Services Directory
- Researched Illinois state policy and financial literacy courses taught in Champaign County schools

PUBLICATIONS

PIASECKI, M., ROBLES, M., SHEFF, D., & WEGMANN, K. (2022). POLICIES DETERMINING ACCESS TO GENDER AFFIRMING CARE FOR ILLINOIS RESIDENTS. *JOURNAL OF UNDERGRADUATE SOCIAL WORK RESEARCH*, 6(2), 103-125. [HTTPS://UGRESEARCHJOURNALS.ILLINOIS.EDU/INDEX.PHP/JUSWR/ARTICLE/VIEW/855/739](https://ugresearchjournals.illinois.edu/index.php/juswr/article/view/855/739)

LANGUAGES

ENGLISH - NATIVE LANGUAGE

SPANISH - INTERMEDIATE LISTENING, SPEAKING, READING, AND WRITING

GERMAN - BEGINNING LISTENING, SPEAKING, READING, AND WRITING

TRAINING & CERTIFICATIONS

CITI COURSE IN THE PROTECTION OF HUMAN SUBJECTS – SEPTEMBER 2021

ILLINOIS DCFS MANDATED REPORTER TRAINING – OCTOBER 2022

MEMBERSHIPS

NATIONAL ASSOCIATION OF SOCIAL WORKERS – STUDENT MEMBER – JUN 2020-PRESENT

PHI THETA KAPPA HONOR SOCIETY – APRIL 2021-PRESENT