

EDUARDO PAGAN

Worcester, MA

(774) 314-0360 edupag77@gmail.com

EXPERIENCE

Nov '23
Present

Community Health Partner | Cityblock Health

Worcester, MA

- Advocate for members within the underserved communities to address behavioral, social & medical needs.
- Focus on goals of the members, risk mitigation, provider engagement, and addressing gaps in services.
- Build partnerships with communities and all other agencies statewide in all Massachusetts counties.
- Take part in determination of company outreach for company growth and expansion.
- Collaborate with the care team including case managers, nurses and medical doctors to determine the need for member program placement.

May '22
Nov '23

Program Director | Open Sky Community Services

Worcester, MA

- Developed and implemented youth program policies and procedures from a foundational level.
- Created youth assessments, service plans and forms and train staff in proper completion.
- Supervised staff, provide supervision, develop staff training and evaluations.
- Networked and created partnerships with community agencies, educational and housing organizations and employers to create relationships resulting in positive youth development.

Nov '19 -
May '22

Team Leader | Worcester Youth Center

Worcester, MA

- Coordinated and evaluated staff engaged in youth outreach activities and programming.
- Maintained and check record management systems to input data & track outreach efforts
- Developed and implemented program outreach procedures for the organization.
- Evaluated the work of staff to ensure that programs are of appropriate quality and that resources are used effectively and efficiently.
- Took part in the determination of outreach policies regarding such issues as participant eligibility, program requirements, and program benefits.

Apr '17
Nov '19

Program Manager | Friendly House Inc.

Worcester, MA

- Facilitated groups and individual meetings involving academic support and career readiness.
- Supported youth with homelessness, substance abuse, and legal issues.
- Served as a liaison between probation officers and youthful offenders.
- Engaged with parents/guardians, teachers, administrators, and other professionals to determine priorities for the youth and their resource needs.

Nov '14
Apr '17

Health Educator | Family Health Center

Worcester, MA

- Developed and run HIV, STI, and Hepatitis C education services in a group format.
- Provided HIV, STI, and Hepatitis C testing via venipuncture in educational group sessions.
- Performed clinical tasks such as collecting vital signs and lab specimens.
- Responded to Code Blue medical emergencies.

Education

- Jan '18
Present
- Clark University** *Worcester, MA*
- Accepted into Masters of Arts in Community Development and Planning Program (Start Date 8/2024)
 - Bachelors of Arts in Community, Youth & Education (12/2024 Graduation)
 - Served as community collaborator of the Youth Violence 2022 Assessment
 - Youth Workers Training Institute – Certificate 2018 & renewed 2022
- Jan '24
-Present
- Undergraduate Researcher, Clark University** *Worcester, MA*
- Conducted research for thesis: "Exploring Restorative Practices in Urban Community Centers & School-Aged Children; A Guide in Harm and Healing for Parental Growth."
 - Analyzed the impact of restorative practices on behavioral outcomes and emotional resilience among school-aged children at the YMCA of Central Massachusetts
 - Collaborated with urban community centers to implement and assess restorative justice programs, fostering parental involvement and support.
- Aug 2018
- National Gang Crime Research Center** *Chicago, IL*
- 22n International NGCRC Gang Specialist - Certificate
 - Management & Supervision Skills for Gang Specialist - Certificate
 - Management Skills for Gang Outreach, Prevention & Intervention- Certificate
 - Received Spirit Award for significant service directed at achieving gang counseling – Award
- Aug '17
May '18
- Center for Impact Health** *Worcester, MA*
- Community Health Worker Certificate
 - Adult and Youth Mental Health First Aid
- Skills:**
- Institute For Emergency Medical Education** *Sandwich, MA*
- Basic Life Support CPR Certified
 - ecode 245416205539
- Language Capabilities**
- Spanish (Fluent)

REFERENCES AVAILABLE UPON REQUEST