



MICHAEL ANDERSON

Senior Case Manager

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SUMMARY

Dynamic and empathetic Case Worker with over 10 years of experience in social services, adept at navigating complex client needs and delivering tailored interventions. Demonstrated expertise in crisis intervention and resource allocation, ensuring that clients receive the necessary support for sustainable change. Proficient in collaborating with multidisciplinary teams to develop holistic care plans that address both immediate and long-term client goals.

WORK EXPERIENCE

Senior Case Manager Community Support Services

Jan 2023 - Present

- Managed a caseload of over 50 clients, providing comprehensive assessments and personalized service plans.
- Coordinated with healthcare providers to facilitate access to medical and mental health services.
- Conducted regular follow-ups to monitor client progress and adjust interventions as necessary.
- Implemented community outreach programs that increased service awareness by 30%.
- Trained and supervised a team of junior case workers, enhancing team efficacy.
- Utilized case management software to document client interactions and outcomes effectively.

Case Worker Family Services Agency

Jan 2020 - Dec 2022

- Assessed client needs through interviews and home visits, ensuring a thorough understanding of their situations.
 - Developed and maintained strong relationships with local agencies to streamline referral processes.
 - Facilitated support groups that provided a platform for clients to share experiences and strategies.
 - Conducted workshops on life skills, resulting in improved client self-sufficiency.
 - Monitored compliance with service agreements, ensuring accountability and progress tracking.
 - Advocated for client rights within community and governmental systems.
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EDUCATION

Master of Social Work, University of California, 2011

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Crisis Intervention, Client Advocacy, Resource Management, Team Leadership, Case Management Software, Community Outreach
- **Awards/Activities:** Improved client satisfaction ratings by 40% through enhanced service delivery.
- **Awards/Activities:** Received the 'Outstanding Service Award' for innovative program development.
- **Awards/Activities:** Successfully led a project that reduced client recidivism rates by 25%.
- **Languages:** English, Spanish, French