



MICHAEL ANDERSON

Senior Program Director

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SUMMARY

Distinguished Elder Support Services Manager with over 15 years of experience in enhancing the quality of life for senior citizens through innovative program development and exceptional service delivery. Demonstrated expertise in overseeing multi-disciplinary teams, fostering collaborative partnerships, and implementing best practices in elder care. Proven ability to enhance operational efficiency while ensuring compliance with regulatory standards.

WORK EXPERIENCE

Senior Program Director Golden Years Community Center

Jan 2023 - Present

- Directed the development and implementation of community outreach programs for elder engagement.
- Managed a budget exceeding \$2 million, ensuring effective allocation of resources.
- Led a team of 25 professionals in delivering high-quality support services.
- Established partnerships with local health organizations to enhance service offerings.
- Conducted regular training workshops, improving staff performance by 30%.
- Implemented quality assurance protocols, achieving a 95% satisfaction rate among clients.

Program Coordinator Elder Care Services Inc.

Jan 2020 - Dec 2022

- Coordinated the delivery of in-home support services to over 200 clients.
 - Developed individualized care plans in collaboration with healthcare professionals.
 - Monitored service delivery, ensuring compliance with state regulations.
 - Facilitated training sessions for caregivers, enhancing service quality.
 - Utilized client feedback to refine service offerings, leading to a 20% increase in client retention.
 - Collaborated with community organizations to provide comprehensive support resources.
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EDUCATION

Master of Social Work, University of Southern California

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Program Development, Budget Management, Team Leadership, Compliance, Quality Assurance, Community Outreach
- **Awards/Activities:** Awarded 'Outstanding Service Award' by the National Elder Care Association in 2021.
- **Awards/Activities:** Increased program participation by 50% within two years through targeted marketing initiatives.
- **Awards/Activities:** Successfully launched a telehealth initiative, improving access to care for clients in remote areas.
- **Languages:** English, Spanish, French