



MICHAEL ANDERSON

DIRECTOR OF ELDER SERVICES

PROFILE

Innovative Elder Support Services Manager with a robust background in gerontological care and program management. Possesses over 12 years of experience in developing and executing elder care initiatives that prioritize client-centered services. Expertise in policy formulation, staff training, and community engagement, ensuring that programs align with best practices and meet the diverse needs of elderly populations.

EXPERIENCE

DIRECTOR OF ELDER SERVICES

Harmony Senior Living

2016 - Present

- Oversaw the implementation of holistic care programs tailored to individual client needs.
- Managed a diverse team of healthcare professionals, fostering a collaborative culture.
- Developed strategic partnerships with local governments to enhance service delivery.
- Implemented data analytics to assess program effectiveness and client satisfaction.
- Facilitated community workshops on elder advocacy and rights.
- Enhanced operational protocols, resulting in a 15% reduction in service delivery times.

SENIOR CARE MANAGER

CareGivers Network

2014 - 2016

- Managed comprehensive care services for over 150 elderly clients.
- Developed training materials for caregiver staff, improving client interaction.
- Conducted regular assessments to ensure compliance with health standards.
- Implemented a new client intake process, improving response time by 40%.
- Organized community outreach events to promote elder services.
- Collaborated with healthcare providers to streamline service referrals.

CONTACT

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SKILLS

- Gerontological Care
- Policy Development
- Staff Training
- Community Engagement
- Data Analytics
- Client Advocacy

LANGUAGES

- English
- Spanish
- French

EDUCATION

BACHELOR OF SCIENCE IN NURSING,
UNIVERSITY OF CALIFORNIA, LOS ANGELES

ACHIEVEMENTS

- Recognized for excellence in service delivery by the State Council on Aging in 2019.
- Increased client satisfaction scores by 35% through enhanced service protocols.
- Successfully launched a caregiver support program that received community accolades.