



MICHAEL ANDERSON

Director of Social Services

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SUMMARY

Dynamic and results-oriented Head of Social Work with over 15 years of comprehensive experience in developing and implementing innovative social programs that address community needs. Proven track record in leading multidisciplinary teams, fostering collaborative relationships with stakeholders, and advocating for systemic change. Expertise in policy analysis, program evaluation, and resource allocation, ensuring the delivery of high-quality services to diverse populations.

WORK EXPERIENCE

Director of Social Services Community Care Organization

Jan 2023 - Present

- Oversaw a team of 20 social workers and support staff, enhancing service delivery efficiency.
- Developed and implemented a new client intake system, reducing processing time by 30%.
- Established partnerships with local agencies to expand resource availability for clients.
- Implemented training programs focused on trauma-informed care for staff.
- Managed a \$2 million budget, ensuring compliance with funding requirements.
- Conducted program evaluations to assess outcomes and inform future strategies.

Social Work Supervisor Family Services Agency

Jan 2020 - Dec 2022

- Supervised a team of 15 social workers, providing guidance and support in case management.
 - Implemented evidence-based practices that improved client satisfaction scores by 25%.
 - Coordinated community outreach initiatives to raise awareness of available services.
 - Developed comprehensive training modules for new hires on best practices in social work.
 - Facilitated weekly case review meetings to ensure quality service provision.
 - Advocated for policy changes at the local government level to better serve vulnerable populations.
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EDUCATION

Master of Social Work, University of California, Berkeley, 2007

Sep 2019 - Oct 2020

ADDITIONAL INFORMATION

- **Technical Skills:** Leadership, Program Development, Policy Analysis, Budget Management, Community Outreach, Data Analysis
- **Awards/Activities:** Received the Excellence in Social Work Award from the National Association of Social Workers.
- **Awards/Activities:** Successfully secured a \$500,000 grant for a new mental health initiative.
- **Awards/Activities:** Recognized for implementing a mentorship program that increased staff retention by 40%.
- **Languages:** English, Spanish, French