

MICHAEL ANDERSON

Healthcare Social Work Manager

- San Francisco, CA
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Dedicated and knowledgeable Head of Social Work with a comprehensive background in healthcare social work. Over 14 years of experience in providing support to patients and families navigating complex medical systems. Expertise in discharge planning, crisis intervention, and resource coordination. Proven ability to collaborate with interdisciplinary teams to enhance patient care and outcomes.

WORK EXPERIENCE

Healthcare Social Work Manager | City Hospital

Jan 2022 – Present

- Managed a team of 10 social workers in delivering patient-centered care.
- Developed protocols for discharge planning that improved patient satisfaction scores.
- Collaborated with medical staff to ensure comprehensive care plans.
- Provided crisis intervention services for patients and families in distress.
- Conducted training for staff on best practices in healthcare social work.
- Evaluated program effectiveness through patient feedback and outcome metrics.

Clinical Social Worker | Community Health Center

Jul 2019 – Dec 2021

- Provided direct support to patients facing chronic health issues and mental health challenges.
- Developed individualized care plans in collaboration with healthcare teams.
- Facilitated support groups for patients and families coping with illness.
- Coordinated community resources to assist patients in accessing services.
- Conducted assessments to identify psychosocial needs and barriers to care.
- Advocated for patient rights and services in clinical settings.

SKILLS

Healthcare Social Work

Crisis Intervention

Patient Advocacy

Resource Coordination

Team Collaboration

Training

EDUCATION

Master of Social Work

2009

San Diego State University

ACHIEVEMENTS

- Awarded the Healthcare Excellence Award for outstanding service and leadership.
- Improved patient satisfaction scores by 35% through enhanced service delivery.
- Successfully implemented a new discharge planning protocol that reduced readmission rates.

LANGUAGES

English

Spanish

French