



# MICHAEL ANDERSON

## Mental Health Case Manager

San Francisco, CA • (555) 234-5678 • michael.anderson@email.com • www.michaelanderson.com

---

### SUMMARY

Dedicated Mental Health Case Worker with over 5 years of experience in community mental health services. Possessing a strong background in case management, crisis intervention, and therapeutic communication, I am committed to improving the quality of life for individuals facing mental health challenges. My approach is client-centered, focusing on building trusting relationships and empowering clients to take charge of their mental health.

---

### WORK EXPERIENCE

#### Mental Health Case Manager Community Wellness Center

Jan 2023 - Present

- Conducted comprehensive assessments to determine client needs and eligibility for services.
- Developed and implemented individualized care plans in collaboration with clients and interdisciplinary teams.
- Provided ongoing case management and support to clients through regular follow-up meetings.
- Facilitated crisis intervention services, ensuring immediate support and safety for clients in distress.
- Organized community outreach programs to raise awareness about mental health resources.
- Maintained accurate documentation in compliance with state regulations and agency policies.

#### Crisis Intervention Specialist Mental Health Hotline

Jan 2020 - Dec 2022

- Managed an emergency hotline, providing immediate support and resources to individuals in crisis.
  - Utilized active listening and de-escalation techniques to assist callers effectively.
  - Collaborated with local hospitals and mental health facilities to ensure appropriate referrals.
  - Conducted training sessions for new staff on crisis intervention techniques and protocols.
  - Analyzed call data to identify trends and improve response strategies.
  - Developed resource guides for clients and families, enhancing access to mental health services.
- 

### EDUCATION

#### Master of Social Work, University of California, 2015

Sep 2019 - Oct 2020

---

### ADDITIONAL INFORMATION

- **Technical Skills:** Crisis intervention, Case management, Therapeutic communication, Client advocacy, Program development, Multidisciplinary collaboration
- **Awards/Activities:** Successfully reduced client crisis incidents by 30% through proactive case management strategies.
- **Awards/Activities:** Recognized as Employee of the Month for exceptional client care and commitment to service.
- **Awards/Activities:** Led a workshop series on mental health awareness attended by over 200 community members.
- **Languages:** English, Spanish, French