



Michael ANDERSON

SOCIAL WORK MANAGER

Strategic Social Work Manager with significant expertise in healthcare social work and patient advocacy. Demonstrates an unwavering commitment to enhancing patient outcomes through comprehensive support and resource coordination. Skilled in navigating complex healthcare systems to facilitate access to essential services for patients and their families. Recognized for developing innovative programs that bridge gaps in care and improve service delivery.

CONTACT

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SKILLS

- healthcare social work
- patient advocacy
- program implementation
- interdisciplinary collaboration
- quality assurance
- resource coordination

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF SOCIAL WORK, BOSTON COLLEGE

ACHIEVEMENTS

- Improved patient satisfaction scores by 20% through enhanced service delivery initiatives.
- Developed a patient education program that increased knowledge of available resources by 40%.
- Received a commendation for outstanding service from hospital administration in 2021.

WORK EXPERIENCE

SOCIAL WORK MANAGER

Health Services Network

2020 - 2025

- Supervised a team of 10 social workers providing support to patients in a hospital setting.
- Implemented a discharge planning program that reduced readmission rates by 15%.
- Worked collaboratively with physicians to develop comprehensive care plans for patients.
- Trained staff on effective communication techniques for patient advocacy.
- Managed patient referrals to community resources, enhancing care continuity.
- Conducted quality assurance reviews to ensure compliance with healthcare regulations.

HEALTHCARE SOCIAL WORKER

Metro General Hospital

2015 - 2020

- Provided psychosocial assessments for patients and families, aiding in treatment planning.
- Coordinated with multidisciplinary teams to address social determinants of health.
- Facilitated support groups for patients dealing with chronic illnesses.
- Conducted outreach to underrepresented populations to improve service access.
- Documented case notes and progress in compliance with hospital standards.
- Advocated for patients' rights and access to necessary services.