

John Smith

Case Manager

City, ST 98765 | (123) 456-7890

email@example.com

LinkedIn



Client-focused case manager with expertise in social services

Case manager with over eight years of experience delivering crisis intervention, care coordination, and resource advocacy for diverse populations.

Managed caseloads of 40 to 75 clients, achieving a 92% care plan adherence rate and reducing crisis recurrence by 30%.

Professional Experience

March 2019 - Present

Senior Case Manager

Community Support Services | New York, NY

- Managed a caseload of 40+ clients, improving response times by 30% through process enhancements
- Developed individualized care plans, increasing long-term stability for 80% of clients
- Trained and supervised a team of five caseworkers, enhancing overall service delivery

June 2015 - March 2019

Case Manager

Hope Family Services | New York, NY

- Provided crisis intervention and social service referrals for 200+ clients annually
- Spearheaded a support program that increased client satisfaction ratings by 25%
- Maintained program compliance with all regulatory guidelines

Education

Bachelor of Social Work (BSW)

University of New York | 2015

Key Skills

Case management



Resource coordination



Mental health support



Crisis intervention



Client advocacy

