





Emma Hayes

Community Case Manager

Community-focused case manager specializing in resource connections

Dedicated case manager with seven years of experience connecting underserved populations to vital community resources. Skilled in program development, client advocacy, and partnership building.

CONTACT

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EDUCATION

Bachelor of Social Work (B.S.W.)
University of Southern Maine,
Portland, ME
May 2018

KEY SKILLS

- Community outreach
- Resource navigation
- Advocacy and empowerment
- Program development
- Partnership building

PROFESSIONAL EXPERIENCE

Community Case Manager | Portland Community Network, Portland, ME July 2022 – Present

- Connected 150+ clients annually to housing, food assistance, and health care services, achieving an 85% client satisfaction rate
- Built partnerships with 10+ local organizations, expanding access to community resources by 20%
- Created educational materials for clients, improving resource utilization by 30%

Program Coordinator | Maine Support Initiative, Portland, ME May 2018 – July 2022

- Organized monthly community events, increasing awareness of support services by 40%
- Assisted in developing a resource database to streamline referrals