

# Emily Carter

## Case Manager

### Experienced case manager with a focus on empowering underserved communities

Compassionate professional with nine years of experience in case management and social work. Adept at navigating complex systems to provide clients with essential resources and support.



## EDUCATION

Bachelor of Sociology | University of California, Los Angeles, CA  
May 2016



## KEY SKILLS

- Advocacy and empowerment
- Community outreach
- Needs assessments
- Case documentation
- Collaboration with agencies



## PROFESSIONAL EXPERIENCE

### Case Manager

Hope Community Services, Los Angeles, CA | April 2018 – Present

- Secured housing for 30+ low-income families annually by connecting them to public assistance programs
- Partnered with local agencies to develop a mentorship program, benefiting 100+ at-risk youth
- Conducted biweekly client follow-ups, ensuring consistent progress toward goals

### Outreach Coordinator

Los Angeles Homeless Alliance, Los Angeles, CA | June 2016 – April 2018

- Facilitated workshops on resource access for 500+ community members
- Designed marketing materials for outreach events, increasing attendance by 40%