


Jennifer Roberts

Case Manager



Experienced case manager with nine years of expertise in comprehensive client needs assessments, individualized care planning, and multi-agency resource coordination. Proven track record of enhancing client outcomes through evidence-based advocacy and interdisciplinary collaboration. Skilled in training and mentoring staff while managing high-volume caseloads across diverse at-risk populations. Committed to empowering clients to achieve sustainable independence through structured, client-centered support strategies.

CONTACT INFORMATION

-  (123) 456-7890
-  email@example.com
-  Denver, CO, LinkedIn

EDUCATION

Bachelor of Social Work (B.S.W.)
University of Colorado, Denver, CO
May 2016

Relevant Coursework:

- Case Management Practice, Social Policy, Human Behavior in the Social Environment, Community Practice, Research Methods in Social Work

KEY SKILLS

- Comprehensive needs assessments and psychosocial evaluation
- Individualized care plan development and progress monitoring
- Interdisciplinary team coordination and collaboration
- Crisis intervention and de-escalation techniques
- Community resource identification and multi-agency referral coordination
- Staff training and mentorship in case management best practices

PROFESSIONAL EXPERIENCE

- Case Manager, Denver Support Services, Denver, CO**
June 2017 – Present
 - Designed and implemented 150+ individualized care plans annually, achieving a 90% success rate in meeting measurable client objectives across housing, employment, and mental health domains
 - Trained five new case managers on resource coordination strategies, documentation protocols, and client engagement techniques, improving team efficiency by 20% within six months
 - Conducted comprehensive needs assessments for 60+ at-risk clients monthly, ensuring timely resource allocation and reducing service gaps by 25% through proactive follow-up
 - Collaborated with 12+ community agencies including housing authorities, mental health providers, and employment services to build integrated support networks for complex cases
 - Maintained 100% compliance with state documentation standards across four consecutive annual audits by implementing streamlined case note templates that reduced administrative time by 15%
- Social Work Intern, City Outreach Program, Denver, CO**
January 2016 – May 2017
 - Supported case management efforts for 50+ clients by conducting intake interviews, completing psychosocial assessments, and coordinating follow-up appointments across 17-month internship
 - Assisted in securing permanent housing for 25 homeless individuals, reducing average shelter stays by 30% through targeted referrals to Section 8 and rapid rehousing programs
 - Maintained detailed case documentation in compliance with agency standards, achieving 100% file accuracy during quarterly supervisor reviews

CERTIFICATIONS

- Certified Case Manager (CCM), Commission for Case Manager Certification, August 2019**
- Mental Health First Aid, National Council for Mental Wellbeing, February 2020**