

Liam Scott

Senior Case Manager

Results-driven senior case manager with a focus on team leadership and systems improvement

Seasoned social work professional with 10 years of experience managing complex cases and providing supervisory leadership to case management teams across Colorado's family and community services sectors. Holds an M.S.W. with demonstrated expertise in program development, team mentorship, compliance oversight, and technology-driven case management improvement. Proven track record of simultaneously improving team efficiency and maintaining exceptional care plan success rates across high-need client populations. Committed to building high-performance case management teams that deliver consistent, measurable client outcomes.

CONTACT INFORMATION



(123) 456-7890



email@example.com



Denver, CO

EDUCATION

Master of Social Work (M.S.W.)
University of Denver, Denver, CO ,
May 2015

Relevant Coursework: Criminal Justice Policy and Reform, Corrections and Rehabilitation, Social Work in Criminal Justice Settings, Community Supervision, Research Methods in Criminal Justice

Bachelor of Social Work (B.S.W.)
Colorado State University, Fort Collins, CO, May 2013

KEY SKILLS

- Senior-level team supervision and performance coaching
- Resource allocation and program budget management
- Complex case planning, consultation, and management
- Compliance monitoring and regulatory standards adherence
- Client advocacy and high-stakes case representation

PROFESSIONAL EXPERIENCE

SENIOR CASE MANAGER | COLORADO FAMILY SERVICES , DENVER, CO
MARCH 2019 – PRESENT

- Supervised a team of 10 case managers serving 150+ clients monthly, increasing departmental efficiency by 20% through structured weekly supervision, performance coaching, and caseload rebalancing protocols
- Led the implementation of a new case-tracking software system, reducing documentation errors by 15% and cutting average case note completion time by 25% per case manager
- Advocated for clients in 40+ multidisciplinary team meetings annually, achieving a 90% success rate in securing care plan goal approval and priority resource access for complex cases
- Developed and delivered a comprehensive onboarding curriculum for new case managers, reducing time-to-full-caseload from 90 days to 60 days and improving 12-month retention to 92%

CASE MANAGER | ROCKY MOUNTAIN SUPPORT , DENVER, CO
JUNE 2015 – MARCH 2019

- Managed a high-risk client caseload of 40+ individuals across mental health, housing instability, and substance use domains, achieving improved outcomes for 80% of participants
- Trained four new case managers on documentation standards, resource allocation strategies, and evidence-based care planning models, contributing to team-wide 15% improvement in compliance metrics
- Developed community partnerships with 10+ local organizations, expanding available resources for clients and reducing service gaps for complex cases by 20%

CERTIFICATIONS

- Licensed Clinical Social Worker (LCSW) , Colorado Department of Regulatory Agencies, August 2017
- Certified Case Manager (CCM) , Commission for Case Manager Certification, September 2016