



Emma Hayes

Community Case Manager

CONTACT INFORMATION



(123) 456-7890



email@example.com



Portland, ME

EDUCATION

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

Relevant Coursework: Community Practice, Social Work with Groups and Communities, Nonprofit Program Development, Community Organizing, Social Policy and Social Justice

KEY SKILLS

- Community outreach and underserved population engagement
- Resource navigation and community referral coordination
- Client advocacy and empowerment strategies
- Program development and community education initiative design
- Partnership building with local organizations and nonprofits
- Client satisfaction monitoring and service quality improvement
- Case documentation and compliance reporting

ABOUT ME

Community-focused case manager specializing in partnership building and resource-driven client outcomes

Dedicated case manager with seven years of experience connecting underserved populations to vital community resources across Greater Portland's social services network. Skilled in program development, client advocacy, community partnership building, and resource navigation for individuals facing housing instability, food insecurity, and healthcare access barriers. Proven track record of maintaining high client satisfaction rates while expanding organizational resource networks and developing community education initiatives. Committed to creating equitable access to essential services through sustained community collaboration and client empowerment.

PROFESSIONAL EXPERIENCE

COMMUNITY CASE MANAGER | PORTLAND COMMUNITY NETWORK, PORTLAND, ME

JULY 2022 - PRESENT

- Connected 150+ clients annually to housing, food assistance, and healthcare services across 20+ community partner organizations, achieving an 85% client satisfaction rate on post-service surveys
- Built partnerships with 10+ local organizations including food banks, mental health clinics, and housing agencies, expanding client access to community resources by 20% and reducing wait times for key services
- Created bilingual educational materials for clients on available resources, eligibility requirements, and application processes, improving client resource utilization rates by 30%
- Organized quarterly community resource fairs attended by 100+ residents and 15+ service providers, connecting previously unserved community members to housing, employment, and health programs

PROGRAM COORDINATOR | MAINE SUPPORT INITIATIVE, PORTLAND, ME

MAY 2018 - MARCH 2019

- Organized monthly community events averaging 80+ attendees, increasing community awareness of available support services by 40% over four years through strategic outreach and social media engagement
- Assisted in developing a centralized community resource database covering 120+ organizations, reducing referral research time for case managers by 35%
- Coordinated volunteer teams of 8-12 individuals for community events, managing scheduling, training, and quality assurance across 48 events over four years

CERTIFICATIONS

- COMMUNITY HEALTH WORKER CERTIFICATE | MAINE CENTER FOR DISEASE CONTROL | AUGUST 2022
- CERTIFIED CASE MANAGER (CCM) | COMMISSION FOR CASE MANAGER CERTIFICATION | SEPTEMBER 2024