

# Ethan Brown

## Case Manager Assistant

### Organized case manager assistant with demonstrated accuracy and coordination instinct

Efficient case management professional with three years of experience providing administrative and client support to case management teams in healthcare and social services settings. Skilled in client intake coordination, scheduling, data entry accuracy, and compliance-level documentation. Demonstrated ability to manage high-volume administrative workflows across 120+ client caseloads while maintaining 100% audit accuracy. Committed to delivering reliable operational support that enables case managers to maximize client service time.

## EDUCATION



### Associate Degree , Social Work

Columbus State Community College  
Columbus, OH | May 2021

Relevant Coursework:  
Introduction to Social Work,  
Case Documentation, Human Services Administration,  
Community Resources, Social Work Ethics

## KEY SKILLS



- Client intake coordination and psychosocial data collection
- Scheduling and calendar management for multi-caseload teams
- Case file documentation and regulatory compliance
- Data entry accuracy and electronic records management
- Resource referral coordination and appointment follow-up
- Administrative report preparation for care team meetings
- Client communication and status update coordination
- HIPAA compliance and confidentiality standards

## PROFESSIONAL EXPERIENCE



### Case Manager Assistant | Ohio Community Wellness, Columbus, OH June 2023 – Present

- Coordinated appointments and managed daily schedules for three case managers handling a combined caseload of 120+ clients, reducing scheduling conflicts by 30% through centralized calendar management
- Supported intake interviews and completed documentation for 40+ new clients monthly, reducing onboarding processing time by 25% through standardized intake templates
- Updated and maintained case files in compliance with state and federal regulatory guidelines, achieving 100% accuracy across all quarterly audits
- Prepared weekly case status reports for team meetings, synthesizing data from 120+ active files and reducing report preparation time by 40% through template development
- Responded to 50+ client inquiries weekly regarding case status, appointments, and resource availability, maintaining a 98% same-day response rate

### Administrative Assistant | CareFirst Services , Columbus, OH August 2021 – July 2021

- Maintained client records and prepared reports for 25+ care team meetings monthly, ensuring all documentation was complete and compliant with agency standards
- Responded to 40+ client inquiries daily, providing timely case status updates and directing complex issues to appropriate case managers within established response time guidelines
- Assisted in organizing agency-wide documentation audit, reviewing 500+ case files and identifying 15% that required updates to meet current compliance standards

## CERTIFICATIONS



- National Certified Healthcare Billing and Coding Specialist (CHBCS) , National Healthcareer Association, August 2022
- HIPAA Privacy and Security Compliance , HIPAA Training, September 2023