



# Sophia White

Case Manager

## CONTACT INFORMATION



(123) 456-7890



email@example.com



Seattle, WA, LinkedIn

## EDUCATION

### Bachelor of Social Work (B.S.W.)

University of Washington, Seattle, WA  
May 2017

Relevant Coursework: Case Management Methods, Social Work Practice with Individuals and Families, Community Mental Health, Substance Abuse and Social Work, Diversity and Multicultural Practice

## KEY SKILLS

- Large caseload management (60+ concurrent clients)
- Personalized care plan development and goal monitoring
- Resource identification, connection, and referral coordination
- Documentation compliance and case file accuracy
- Crisis intervention and trauma-informed care practices
- Client intake process optimization and wait-time reduction
- Interagency coordination and partner relationship management

## ABOUT ME

### Efficient case manager adept at managing diverse client needs across high-volume caseloads

Case manager with eight years of experience specializing in large caseload management, personalized care planning, and multi-resource client support across social services settings in the Pacific Northwest. Skilled in crisis intervention, documentation compliance, and intake process optimization. Demonstrated ability to maintain individual goal attainment rates while managing 60+ concurrent clients and improving service access timelines. Committed to delivering equitable, client-centered support to underserved populations through consistent advocacy and evidence-based planning.

## PROFESSIONAL EXPERIENCE

### Case Manager I March 2021 - Present

Seattle Social Services, Seattle, WA

- Managed a caseload of 60+ clients monthly across housing instability, mental health, and substance use domains, achieving an 85% individual goal attainment rate through biweekly care plan reviews
- Streamlined client intake processes by redesigning assessment workflows, reducing average wait times from 14 days to 10 days, a 30% improvement that expanded service capacity for high-need clients
- Conducted crisis interventions for 8-12 clients per quarter, ensuring client safety and de-escalation through trauma-informed techniques and coordination with emergency services

### Social Work Assistant I June 2017 - March 2021

Rainier Outreach Center, Seattle, WA

- Coordinated appointments and care referrals for 30+ clients weekly, improving client access to services by 20% through proactive scheduling and reduced cancellation rates
- Conducted initial client interviews to gather critical psychosocial data for care planning, completing 200+ intake assessments over four years with full documentation compliance

## CERTIFICATIONS

- Certified Case Manager (CCM), Commission for Case Manager Certification | August 2023
- Crisis Prevention Intervention (CPI), Crisis Prevention Institute | September 2021
- Mental Health First Aid, National Council for Mental Wellbeing | October 2022