



Liam Harris

Case Manager Supervisor

Experienced case manager supervisor focused on team development and operational excellence

Results-oriented case management supervisor with 11 years of experience in direct case management and seven years in supervisory leadership roles. Skilled in team performance management, training program development, regulatory compliance oversight, and care strategy implementation across multi-service social work agencies. Proven track record of improving team efficiency through structured coaching, building compliance cultures that achieve 100% audit success, and advocating for complex client populations at the organizational level. Holds an M.S.W. with expertise in program development and staff supervision.

CONTACT INFORMATION



(123) 456-7890



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Atlanta, GA, LinkedIn

EDUCATION

Master of Social Work (M.S.W.) Emory University

Atlanta, GA | May 2013

Bachelor of Social Work (B.S.W.) Georgia State University,

Atlanta, GA | May 2011

KEY SKILLS

- Team leadership, supervision, and performance management
- Training program design and staff professional development
- Resource allocation and operational budget management
- Program development and service delivery improvement
- Client advocacy and complex case consultation

PROFESSIONAL EXPERIENCE

CASE MANAGER SUPERVISOR | GEORGIA FAMILY SERVICES, ATLANTA, GA
APRIL 2018 – PRESENT

- Supervised a team of eight case managers serving 200+ clients monthly, achieving a 20% increase in client service efficiency through structured weekly supervision and performance coaching
- Developed and implemented a competency-based staff training program covering documentation standards, crisis intervention, and trauma-informed care, improving team performance by 30% over 18 months
- Oversaw compliance with federal and state regulations across all agency programs, achieving a 100% audit success rate across six consecutive regulatory reviews

SENIOR CASE MANAGER | ATLANTA COMMUNITY CARE, ATLANTA, GA
AUGUST 2013 – APRIL 2018

- Managed high-risk client cases across mental health, housing instability, and substance use domains, achieving improved outcomes for 80% of participants through individualized, strengths-based care planning
- Reduced recidivism rates for justice-involved clients by 15% through structured reintegration planning and employer partnership development
- Provided mentorship to four junior case managers, conducting weekly supervision sessions and quarterly competency assessments that accelerated professional growth

CERTIFICATIONS

- Certified Case Manager (CCM), Commission for Case Manager Certification, August 2014
- Licensed Clinical Social Worker (LCSW), Georgia Secretary of State, September 2015