



Natchitoches, LA 12345



(318) 555-0132



margaret.ingram@example.com

KEY SKILLS

- Case management software
- Microsoft Excel
- Client tracking databases
- Grant writing and reporting
- Medicaid eligibility regulations
- HIPAA compliance
- General Relief program policies
- Crisis intervention
- Home visit assessment
- Program budgeting

Margaret Ingram

Program Coordinator

Bringing 12 years of experience in home visit assessment, grant writing, and multi-program case management across community-based human service agencies. Secured \$61,740 in grant funds by drafting proposals and presenting outcome data from prior program cycles. Manages a caseload of 53 clients across 7 welfare programs while coordinating transitional housing activities and life-skills sessions.

PROFESSIONAL EXPERIENCE

PROGRAM COORDINATOR

RED RIVER PARISH HUMAN SERVICES ALLIANCE, NATCHITOCHES, LA | 2020 – PRESENT

- Conduct 13 home visits weekly to assess living conditions, review service plans, and provide information on agency programs for families in a 4-parish service area.
- Manage a caseload of 53 clients across 7 welfare programs, updating service goals in case management software within 3 business days of each status change.
- Secured \$61,740 in grant funds from a regional foundation by drafting proposals and presenting outcome data from 2 prior program cycles.
- Oversee day-to-day group activities for 18 residents in a transitional housing program, coordinating meal schedules and life-skills sessions each weekday.

SENIOR HUMAN SERVICE WORKER

CANE BAYOU FAMILY SUPPORT CENTER, CLOUTIERVILLE, LA | 2017 – 2020

- Completed 11 home visits weekly to deliver enrollment paperwork and explain Medicaid eligibility requirements, documenting findings in Microsoft Word within 24 hours.
- Carried a caseload of 41 clients receiving General Relief and housing assistance, resolving benefit discrepancies in an average of 2.4 days per case.
- Wrote a \$23,950 grant application for a summer youth employment initiative, meeting all funder reporting deadlines across a 14-month award period.
- Assisted clients with preparation of tax, rent, and utility assistance forms, completing an average of 9 forms per day during peak filing season.

HUMAN SERVICE WORKER

SABINE CREEK COMMUNITY ACTION AGENCY, MANY, LA | 2014 – 2017

- Performed 8 home visits weekly to deliver informational packets on food assistance, child care subsidies, and local health clinics.
- Managed a caseload of 29 clients, entering intake data and visit notes into client tracking databases within 48 hours of each appointment.
- Visited individuals in homes and attended group meetings to explain agency services, procedures, and re-certification timelines for Refugee Cash Assistance.

EDUCATION

Bachelor of Social Work (BSW)

Northwestern State University of Louisiana, Natchitoches, LA | 2010 – 2014

