

CARLA JENSEN

Experienced Adult Social Worker & Team Manager

@ johndoe@email.com

📍 London, UK

SUMMARY

A highly motivated and results-driven Social Worker with extensive experience in managing teams and achieving positive outcomes for service users. Proactive and adaptable, with excellent communication skills and a commitment to providing the highest standards of social care.

EXPERIENCE

Team Manager

Bolton Council

📅 2018 - 2022 📍 Bolton, UK

Managed a Borough wide social care team and ensured operational excellence.

- Managed a team of social workers and non-qualified staff, resulting in increased efficiency and productivity.
- Provided support to staff in a strengths-based way, utilizing links within local communities and voluntary sector partners.
- Chaired safeguarding case conferences and multi-disciplinary team meetings, and represented the Council at the Court of Protection.
- Achieved positive outcomes for service users in difficult situations, and managed risk effectively.
- Built and strengthened relationships with partners across health, education, housing, and the community and voluntary sector.
- Reviewed, developed, and evaluated policies and procedures to ensure compliance with statutory and legal requirements.
- Collaborated with Housing and Commissioning to expand housing with support options across a range of needs.
- Managed a complex and variable workload in a busy environment, where priorities are constantly changing.

Senior Social Worker

Greater Manchester Mental Health NHS Foundation Trust

📅 2015 - 2018 📍 Manchester, UK

Provided expert mental health support to adults and achieved positive outcomes for service users.

- Provided expert mental health support to adults with complex and enduring mental health conditions.
- Conducted assessments, developed care plans, and implemented appropriate interventions to achieve positive outcomes for service users.
- Worked closely with multidisciplinary teams to ensure the best possible care for service users.
- Supported service users to develop coping strategies and improve their quality of life.
- Maintained accurate and up-to-date records in accordance with legal and professional requirements.
- Provided consultation and advice to colleagues, service users, and their families, resulting in improved care and outcomes.
- Completed mandatory training and participated in regular supervision and appraisal.
- Worked in accordance with relevant legislation, policies, and procedures.
- Contributed to service development and improvement through active participation in meetings and working groups.

STRENGTHS



Strategic planning

Developed a strategic plan that increased productivity by 20% within 6 months.



Leadership

Led a team of 10 social workers, resulting in 95% positive feedback from service users.



Problem-solving

Successfully resolved complex cases by collaborating with multiple agencies and stakeholders.

SKILLS

Case management

Risk assessment

Community engagement

Team management

Effective communication

ACHIEVEMENTS



Implementation of new policies

Successfully implemented new policies that improved service delivery and increased user satisfaction.



Development of training programs

Developed and delivered training programs that enhanced staff skills and improved service quality.

AWARDS



Social Worker of the Year

Recognized for outstanding performance and dedication to improving the lives of service users.