

## Professional Experience

### Case Manager

Children’s Light Association, New York, NY | May 2018 - Present

- ◆ Oversee 100+ cases of children in foster care, establish ongoing relationships with foster families, deliver support during crisis situations, and conduct at-home visits to evaluate family dynamics and ensure child welfare
- ◆ Provide training to 30+ foster parents, ensure healthy living environments, and develop strategies for parents to aid children with mental health and behavioral issues
- ◆ Collaborate with social services managers to analyze case documentation and client history, ensure compliance with state regulations, and identify ideal foster homes for children based on emotional and cultural needs

### Case Manager

Brooklyn Foster Care Center, New York, NY | May 2016 - May 2018

- ◆ Managed 35 foster care cases involving at-risk youths, identified mental health resources, and created individual service plans to aid personal, emotional, and behavioral growth
- ◆ Conducted crisis interventions and resolved conflicts during critical situations, which included delivering continuous support to foster parents and youths

## Education

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

Columbia University, New York, NY | September 2012 - May 2016

## Certifications

- ◆ Certified Social Work Case Manager (C-SWCM), Awarded 2019
- ◆ Academy of Certified Social Workers Credential (ACSW), Awarded 2018

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A Case Manager with five years of experience within the nonprofit industry, specializing in child welfare, crisis intervention, behavioral analysis, and social services. A proven track record of delivering resources and support to children and families within the foster care system. Adept at managing complex cases with cultural awareness and empathy.

## Key Skills

- Crisis Intervention
- Mental Health
- Case Management
- Individual Service Plans (ISP)
- Behavioral Analysis