

Robert Smith

Senior Case Manager-Supervisor

PERSONAL STATEMENT

A Creative, highly motivated and resourceful team player. Skilled and effective communicator filled with compassion and a desire to connect with and help others. Personable and friendly activist, passionate about community, culture, and social justice.

WORK EXPERIENCE

Senior Case Manager-Supervisor

ABC Corporation - November 2010 - February 2011

Responsibilities:

- Provided social services to foreign national victims of human trafficking throughout the duration of their citizenship application process.
- Educated victims of the visa approval process and benefits available to minor victims by the Office of Refugee and Resettlement.
- Supported potential victims of human trafficking during local and federal law enforcement investigations.
- Provided crisis management and outreach services to ensure clients remained safe from their traffickers and adequately housed.
- Presented training to social service organizations and ethnic/religious groups on the scope of human trafficking, victim identification, trauma-informed care, and victim rights.
- Trafficking Task Force to assist federal law enforcement agencies with the identification and interviewing of foreign national victims of human trafficking.
- Developed a comprehensive social service referral database to better serve clients.

Senior Case Manager

ABC Corporation - 2005 - 2010

Responsibilities:

- Assisted with community outreach while providing direct supervision for a 7 member team of case managers.
- Coordinated daily operations, services, and programs, as well as monitored quality assurance on the client, files all while operating under the auspices of the Valley Oasis Shelter.
- Assisted with the recruitment and selection process of new case managers, along with on-going training for all case managers.
- Provided bi-monthly performance evaluations, disciplinary guidance, and implemented team-building skills to all case managers.
- Maintained a positive atmosphere for a remarkable team which in turn promoted effective client-centered, strength-based treatment from case managers.
- Given the opportunity to assist in the education, care/nurturing, recovery/healing, and support to surviving families of domestic violence.
- Researched grants and assured contractual obligations were met

CONTACT DETAILS

1737 Marshville Road,
Alabama
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SKILLS

Speaking, Microsoft.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference - 1 (Company Name)
Reference - 2 (Company Name)

Created a tracking system needed for LAHSA to oversee client retention
Responsible for organizing a continued computer-friendly program for
case managers to input and research data.

Education

Education & Professional Achievements - (Universidad Autonoma de
Aguascalientes)