

# ROBERT SMITH

## Case Manager Social Worker (Bilingual)

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Motivated Social Worker with over 9 years of experience in a fast-paced, team-based environment. Friendly and enthusiastic worker who consistently meets customer service satisfaction goals. Attentive Customer Service Representative with 9 years of achieving customer service satisfaction and customer retention goals. Independent and quick thinking team player seeking a role in offering increased responsibility.

## EXPERIENCE

### Case Manager Social Worker (Bilingual)

#### ABC Corporation - APRIL 2004 - DECEMBER 2009

- Provide intensive, short-term, in-home crisis intervention and education to families that were at high-risk with Child Protective Services due to abuse, neglect, substance abuse, mental illness, domestic or homelessness.
- Completed reports and case notes regularly within the provided deadlines.
- Assisted clients in addressing issues, devising methods and goals to reduce risks, assisting in the progression toward goal achievement and assisting in examining long-term strategy for success.
- Taught assertive discipline, parenting skills, emotions management, substance abuse and domestic violence education, risk management, sexual abuse prevention, and mental health management.
- Linked clients to appropriate services, i.e., domestic violence shelters, substance, and mental health services.
- Assisted clients in obtaining services for concrete needs, such as food, transportation, housing, employment, childcare, utilities, etc.
- Maintained quality service by following target organizational standards.

### WORKER

#### ABC Corporation - 2000 - 2004

- Worked main home food line, provide sanitary conditions, provided customer service, properly labeled all food and put away, prepped for night shift, made subs/pizza/wings/fried food, filled drink and to go stations, completed assorted cleaning duties, set up for special events and tear down, loaded food and transferred food to events, and sustained health code standards.
- Taking care of 4 mentally ill adults, and helping them maintain sobriety.
- Helping them with their day to day activities of daily living when needed.
- Cooking meals, putting away/properly labeling food.
- Encourage clients to clean their rooms and shared areas, help the

clients out when needed.

- Taking them out in the community, helping them handle their money, and giving them their medications.
- Reading all care plans and documenting at the end of my shift.

## **EDUCATION**

- Bachelors of Arts in Psychology - 2000 (University of Iowa)

## **SKILLS**

Social Skills, Persuasive Sales, Communication, Customer Service