MARCUS HALE

SOCIAL SERVICES COORDINATOR

CONTACT

marcus.hale@email.com

(813) 555-0196

Tampa, FL

linkedin.com/in/marcushale

SUMMARY

Social services coordinator with 4 years in assisted living and community nonprofit work, handling move-in assessments, care plans and family communication for a 150-resident community. Uses Microsoft Office daily to track referrals and report to leadership, and provides crisis intervention when residents face medical, family or financial emergencies.

SKILLS

- Crisis Intervention
- Care Plans
- Case Management
- Medicaid Waiver
- Community Resources
- Excel
- Word
- Microsoft Office
- Outlook
- Communication Skills

EDUCATION

Bachelor of Social Work

05/2022

University of South Florida

Tampa, FL

Social Work

CERTIFICATES

Certified Dementia Practitioner (CDP)

11/2024

National Council of Certified Dementia Practitioners

EXPERIENCE

Social Services Coordinator 03/2024 - Present

Bayshore Senior Living Tampa, FL

Assisted living and memory care community with 150 residents.

- Coordinate move-in assessments and care plans for **150** assisted living and memory care residents.
- Track 60+ open referrals for Medicaid waiver, hospice and home health services in an Excel log reviewed weekly.
- Write monthly social services reports in Word for the executive director and regional clinical team.
- Resolve resident and family grievances, closing 95% within 5 business days and providing crisis intervention when needed.

Resource Coordinator 06/2022 - 02/2024

Hillsborough Community Action Network Tampa, FL

Nonprofit providing rent, utility and food assistance to low-income households.

- Screened **50** walk-in clients a week for rent, utility and food assistance eligibility.
- Maintained a 300-entry community resource directory in Excel that case managers used for every referral.
- Planned 4 quarterly benefits enrollment fairs that reached 600 residents.
- Opened case management files and sent follow-up emails in Outlook so 80% of clients finished applications.

Social Services Intern 01/2022 - 04/2022

Westshore Adult Day Center Tampa, FL

- Conducted **30** intake interviews with older adults and their caregivers.
- Updated care plans for 25 participants after monthly team reviews.
- Organized a weekly caregiver education session attended by 15 families.