

## JoAnn Cole

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January 1, 2021

Robert Long  
Case Management Supervisor  
Crossway Center  
(716) 000-1111  
rlong@crosswaylife.org

Dear Mr. Long,

As a Lead Case Manager with increasing levels of responsibility, I continually maintain an agency record of youth turnaround rates through consistent client motivation. My commitment to building up youth from difficult circumstances drives my success in social work, and I would love to bring that same passion to Crossway Center as a licensed Senior Social Worker.

I strongly believe in Crossway Center's vision of empowering the most vulnerable. In my 15-year career, I have demonstrated the qualities you are looking for in a Senior Social Worker, including:

- **Leadership:** I have supervised 10 case managers for four years, earning Employee of the Month multiple times for exemplary service and work ethic.
- **Effectiveness:** I motivated 80% of potential high school dropouts to complete their diplomas during my current position.
- **Collaboration:** Over the past eight years, I have developed innovative youth programs with fellow case managers resulting in 50 successful substance abuse treatment referrals.

I would like to meet with you to discuss how my active listening skills, level-headedness and insight can impart hope to your clients. Please contact me to set up an interview at your earliest convenience.

Best regards,

JoAnn Cole

P.S. — I'm eager to tell you about my presentation that won a \$75,000 grant to install childproof safety features in a residential facility.