

Alicia Jones

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A Case Manager with 10+ years of professional experience, specializing in treatment planning, mental health services, substance abuse issues, and community outreach. A strong history of providing essential resources to clients to facilitate recovery from addiction. Adept at interfacing with diverse populations and building long-term relationships with clients.

Education

Master of Science (M.S.)

Social Work

University of Los Angeles, Los Angeles
September 2014 - May 2016

Bachelor of Science (B.S.)

Social Work

University of Santa Cruz, Santa Cruz, CA
September 2007 - May 2011

Key Skills

- Case Management
- Substance Abuse
- Treatment Planning
- Organizational Leadership
- Client Relations

Certifications

- Certified Advanced Social Work Case Manager (C-ASWCM), Awarded 2015
- Certified Social Work Case Manager (C-SWCM), Awarded 2013

Professional Experience

Case Manager

Los Angeles Rehabilitation, Los Angeles, CA | May 2014 – Present

- Oversee 150+ cases related to substance abuse and alcoholism and partner with multidisciplinary teams to identify appropriate treatments based on mental health assessments, background, and addiction
- Serve as a client advocate during treatment and court hearings, interface with state agencies and law enforcement, coordinate treatment plans and patient stays
- Improve positive patient outcomes by 30% in coordination with program management teams by implementing new clinical approaches to substance abuse treatment

Case Manager

San Jose Rehab Facility, San Jose, CA | May 2011 – May 2014

- Managed 60+ cases of substance addiction involving narcotics and alcohol, created documentation of patient history and medical records, and identified community resources for treatment and rehabilitation
- Enhanced case management procedures and improved communication across the facility by leading the development and implementation of standardized case review processes