

Alicia Jones

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Case Manager with 8+ years' experience focused on treatment planning, community outreach, mental health services, and substance abuse issues. Committed to providing clients with essential support and resources for recovering from addiction. Skilled at engaging with diverse populations and building long-term relationships with clients. Adapt readily to new work challenges and circumstances. MS in Social Work from the University of Los Angeles.

Education

Master of Science (MS) –
Social Work
University of Los Angeles, CA

Bachelor of Science (BS) –
Social Work
University of Santa Cruz, CA

Key Skills

- Case Management
- Client Relations
- Community Outreach
- Cross-Functional Collaboration
- Mental Health Services
- Substance Abuse Treatment
- Task Prioritization
- Treatment Planning

Professional Experience

Case Manager
Los Angeles Rehabilitation, Los Angeles, CA | May 2014 to Present

- Oversee 150+ cases related to substance abuse and alcoholism
- Partner with cross-functional teams to find appropriate treatments based on each client's background, addiction, and mental health assessment
- Coordinate treatment plans and patient stays, serve as client advocate during treatment and court hearings and meet with state agencies and law enforcement as needed
- Collaborated with program management teams on new clinical approaches to substance abuse treatment, helping improve patient outcomes by 30%