



Sally T. Diamante, BA, LSW

Licensed Social Worker / Mental Health Case Manager

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Passionate and patient-centered, driven to work with the aging population, helping seniors bloom in their elder years.

Summary of Qualifications

Service-oriented with a sincere commitment to social service and making a positive impact in the lives of individuals and families. Track record of managing a high-volume caseload with Maricopa County Children's Services, effectively juggling a constant stream of competing priorities. Partnered with individuals at some of the worst times in their lives, both as a case worker with the county and as a patient services specialist with the American Cancer Society. Exhibited compassion while working with diverse populations to obtain the information and resources needed to fuel recovery and quality of life. Avid volunteerism in an assisted-living facility has allowed for expanded exposure to the elder population. Possess degrees in both mental health and social work with current LSW licensure.

Social Work & Case Management Experience

Patient Services Specialist ■ American Cancer Society (ACS), Phoenix, Arizona ■ 2004-2009

Fielded incoming and placed outgoing follow-up calls to individuals—patients, healthcare professionals, caregivers, family members, and friends—impacted by cancer. Listened attentively to callers' needs and concerns and relayed helpful information and referrals—medication assistance, counseling, support groups, and wig makers—in a compassionate manner. Collected patient information and entered it into the ACS Siebel-driven database while also registering patients for no-charge ACS-sponsored programs. Coordinated patient transportation to and from ACS programs to maximize support provided to cancer patients who had no other transport options.

- **Received commendations from patients and caregivers** for taking the extra time to locate the best resources available to serve individual needs; took additional time with seniors who had no internet access or a computer, ensuring they had the information to reach resources offline.
- **Identified and referred callers to appropriate community resources**, maintaining awareness of available support in the Phoenix area to ensure the integrity of all referrals. Assigned service requests to field staff to provide community-based, in-person support.
- **Attended to up to 100 calls per day**, achieving goal of answering incoming lines within just a few seconds, ensuring all callers received swift attention for their needs.
- **Placed follow-up calls to newly diagnosed cancer patients** to ensure they received the medical and social support they needed to become and thrive as a survivor.
- **Tracked and acknowledged donations**, sending letters to donors and family members when gifts were made in memory of a loved one.

Child Welfare Caseworker ■ Maricopa County Children Services, Phoenix, Arizona ■ 2001-2003

Managed a high-volume caseload of children and families throughout Arizona, working post-intake to develop case plans, monitor progress and compliance, and work with each family toward a win-win resolution. Conducted planned and impromptu home visits, supervised visitations, and took action to protect the interests of the child(ren) at all times. Attended court hearings to testify on behalf of children and provide testimony on case plan adherence or noncompliance.

- **Facilitated life skills lessons for typical and low-functioning parents and adolescents**, working one-on-one to assess needs; identify abuse, neglect, mental health, and substance abuse issues; create and implement action plans; and refer to community support agencies.
- **Cultivated collaborative relationships with area agencies** to ensure all parties on caseload were provided with the best possible resources to overcome their situation. Communicated proactively with team members to review cases, progress, and long-term goals.
- **Reunited families after longstanding separations**, working with each stakeholder to resolve issues, foster communication, and build a rapport that facilitated recovery.



Administrative Experience

Customer Service Representative ■ Staff Pro, Phoenix, Arizona ■ 2003-2004

Cultivated new business by placing calls to prospective Utility Partnership Program participants and scheduling complimentary weatherization visits with a service technician. Scheduled appointments around the city and provided field staff with daily lists of service calls. Maintained database integrity by entering contact information completely and accurately.

- **Communicated effectively with prospective program participants** to overcome barriers to entry and ensure low-income families were provided with important utility assistance.
- **Worked cooperatively with one other team member**, holding joint responsibility for creating a full schedule each day for field technicians.

Academic Background

B.A. in Social Work, Cum Laude ■ Alpha Delta Mu Social Work Honors Fraternity
Arizona State University, Phoenix, Arizona

A.A.S. in Mental Health Technology, with Honors ■ Phi Theta Kappa Honors Society
Paradise Valley Community College, Phoenix, Arizona

Licensure

Licensed Social Worker – current

Affiliation

NASW/NASW – current

Community Involvement

Volunteer ■ Senior Care, Phoenix, Arizona ■ 2008-present

Work with seniors on a weekly basis at this assisted-living facility, engaging residents one-on-one and in groups while tending to their social needs. Listened to residents as they shared their concerns, fears, and passions, and served as someone who could respond in a helpful, caring manner.