

Olga Alexander

Social Caseworker Manager, Child Protection

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STRENGTHS

- 👥 **Coaching**
Caseworkers gained clearer direction during difficult safety decisions, and peers often sought practical feedback on complex files.
- ♥️ **Risk assessment**
Careful review of changing family circumstances helped teams act sooner, document rationale, and keep child safety visible.
- 🔧 **Service coordination**
Courts, schools, providers, and agencies received clear next steps, which kept family plans moving when needs shifted.
- ✅ **Quality review**
Case reviews turned recurring documentation issues into useful coaching topics, giving staff a clearer path toward consistent work.
- ♥️ **Family engagement**
Respectful conversations helped families participate in case planning, even when safety concerns required firm protective action.

SKILLS

Child protection Intake screening

Case management

Safety assessment

Risk assessment

Safety and Support Plans

Case planning Social work

Child development

Family intervention

Staff supervision Coaching

Performance reviews

SUMMARY

Child welfare social services professional with six years of progressive human services experience across intake screening, **ongoing child protection casework, safety and risk assessment**, court involved cases, and frontline staff supervision. Applies social work principles, child development knowledge, **family intervention techniques**, diagnostic measures, and structured case planning to protect children while supporting permanency and family stability. Guides caseworkers through complex safety decisions, reviews **Safety and Support Plans**, and uses outcome data to strengthen service quality. Supervisory practice includes coaching, training, performance evaluation, critical thinking, staff development, and regulatory compliance. Builds productive relationships with courts, behavioral health providers, schools, community agencies, and internal service teams. Brings clear communication, sound organization, adaptability, and practical judgment to coordinated child protection operations.

EXPERIENCE

Child Protection Supervisor

FrontRange Family Services 📅 July 2024 - Present 📍 Boulder, CO

Supervises **child protection** caseworkers across intake, ongoing **case management**, safety decisions, case planning, court coordination, quality review, and staff development. Provides practical guidance, performance feedback, and service coordination that support consistent decisions and family centered outcomes.

- Coached caseworkers through safety assessments and documented decisions using child welfare standards.
- Reviewed **Safety and Support Plans, case plans**, and risk findings for quality and consistency.
- Coordinated courts, schools, providers, and agencies around timely family service responses.
- Used **outcome data** and case reviews to identify training needs and improve **service quality**.
- Evaluated staff performance through feedback, coaching, documentation, and follow through.
- Adjusted assignments and support plans when risks, priorities, or requirements changed.

Senior Child Welfare Caseworker

Aspen Grove Youth and Family Services 📅 January 2023 - June 2024 📍 Longmont, CO

Managed complex child welfare cases involving **intake screening, risk assessment**, case planning, court participation, and coordinated family services. Supported peers with difficult decisions and strengthened continuity across internal teams and community partners.

- Screened referrals and documented acceptance decisions using policy requirements and available evidence.
- Completed safety and risk assessments that clarified immediate needs and protective actions.
- Built **case plans** with families, providers, schools, and **court involved** stakeholders.
- Maintained accurate records while tracking services, deadlines, contacts, and changing family needs.
- Applied **child development** and family intervention knowledge during **case planning** and review.
- Shared practical guidance with peers during complex case discussions and service coordination.

Child Welfare Caseworker

Mountain Path Human Services 📅 June 2020 - December 2022 📍 Greeley, CO

Delivered ongoing **child protection case management** for families with varied safety, behavioral health, and permanency needs. Balanced documentation, family engagement, court requirements, and partner coordination while adapting plans as circumstances changed.

- Investigated referrals through structured screening, interviews, records review, and **safety assessment**.
- Created **Safety and Support Plans** that connected protective actions with family strengths and needs.
- Coordinated behavioral health, school, medical, and community services around case plan goals.

Outcome data

Regulatory compliance

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Child Protection Supervisor at FrontRange Family Services (2.2 Years)

● Senior Child Welfare Caseworker at Aspen Grove Youth and Family Services (1.4 Years)

● Child Welfare Caseworker at Mountain Path Human Services (2.5 Years)

● Family Services Specialist at Canyon Community Support Center (6 Months)

- Prepared court updates and maintained records supporting clear, timely case decisions.
- Used **critical thinking** to reassess risk when new information changed family circumstances.
- Followed social services policies and **local regulations** during ongoing case management.

Family Services Specialist

Canyon Community Support Center 📅 November 2019 - May 2020 📍 Denver, CO

Supported families entering human services through **needs assessment**, service coordination, documentation, and communication with partner organizations. Built early casework experience through supervised practice, careful records, and responsive family support.

- Completed family needs assessments and connected clients with appropriate community resources.
- Documented contacts, referrals, and service progress under established **human services** procedures.
- Supported family intervention efforts through clear **communication** and respectful follow through.
- Coordinated with providers and internal teams to address changing client needs.
- Applied **child development** concepts during supervised family support and case discussions.
- Maintained organized records that helped teams review progress and plan next steps.

PROJECTS

Child Protection Quality Review 📅 2024

Created a practical review approach for Safety and Support Plans, case plans, risk findings, and service outcomes. Findings supported clearer coaching conversations and more consistent casework decisions.

Family Services Coordination Model 📅 2023

Mapped connections among courts, schools, behavioral health providers, and community agencies. The model clarified communication points and supported coordinated responses for families with changing needs.

LEADERSHIP & AWARDS

- Supervisor Development Recognition, 2024
- Child Welfare Casework Service Recognition, 2022
- Frontline Quality Contribution Recognition, 2021

EDUCATION

Bachelor's Degree in Social Work

Metropolitan State University of Denver 🎓 GPA: 3.5 📅 2019 📍 Denver, CO

Coursework: Human behavior, child development, family intervention techniques, diagnostic measures

CERTIFICATIONS

- Child Welfare Caseworker Training Certificate 📅 2020
- Child Welfare Supervisor Development Certificate 📅 2024

TECHNICAL SKILLS

- **Child Welfare Practice:** Child protection, intake screening, case management
- **Safety Assessment:** Safety assessment, risk assessment, protective action
- **Case Planning:** Safety and Support Plans, case plans, permanency planning
- **Supervision:** Staff supervision, coaching, performance evaluation
- **Family Services:** Family intervention, needs assessment, family engagement
- **Child Development:** Human behavior, child development, therapeutic techniques
- **Court Coordination:** Court involved cases, court reports, legal coordination
- **Service Coordination:** Behavioral health referrals, school coordination, community services
- **Quality Management:** Outcome data, case review, quality standards
- **Compliance:** Social services policies, local regulations, records management

- **Communication:** Stakeholder communication, written documentation, active listening
- **Work Organization:** Prioritization, adaptability, deadline tracking

PROFESSIONAL AFFILIATIONS

- Child welfare professional learning community participant
- Human services casework supervision network participant

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST