

NIA CHIARA ELLIS

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September 14, 2022

Ms. Nicca Jones
Program Director
Hope Outreach Center
XX Ridge Avenue
Detroit, MI XXXXX

Dear Ms. Jones:

I am applying for the Case Manager position as advertised on the Hope Outreach Center website. As a skilled social services professional who has worked with adults and children in multiple settings, I am energized by your organization's mission of serving families in need. With my prior work experience, academic background in Psychology, and active volunteer roles, I am well-equipped to undertake the responsibilities and challenges of this position.

In my current role as a Caseworker for Hope Support Services, I manage a caseload of 12-17 adults with mental and physical disabilities. I am skilled in behavior de-escalation techniques, active listening, and accurate recordkeeping. My prior experience also includes working with young children who have experienced trauma, along with elementary, middle, and high school children in need of guidance and support. I also have volunteered at a crisis nursery, and I am currently mentoring a "Little Sister" through the Big Brothers/Big Sisters program.

I would bring a wide range of experiences and skills to offer compassion, respect, guidance, and hope to families in crisis. At the same time, I would ensure the highest standard of service by following the program's processes and procedures, sharing accurate and timely information, and managing a high client caseload. I am able to assess and identify clients' needs, prepare a comprehensive plan, and monitor progress toward set goals. I also have experience working on teams, leading projects, and collaborating with professionals in a wide range of settings.

To further my commitment and interest in strengthening individuals, families, and communities, I am also pursuing my B.S. in Psychology at Walden University. Through my education, I am gaining a deeper understanding of social, cognitive, and behavioral theories and techniques to continue supporting underserved populations. Earning my B.S. in Psychology has been a lifetime goal of mine and I hope to transfer my academic knowledge into a real-world setting in my next career opportunity.

As a team-focused, detail-oriented, and compassionate professional, I can greatly contribute to the Case Manager position, your agency, and the clients it serves. I greatly appreciate your consideration of my application and I look forward to further discussing opportunities at your facility.

Sincerely,

Nia C. Ellis

Enclosure (1)