

Ryanna Wage

Youth Case Manager

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☎ (162) 803-4265

📍 3221 Hickory Lane, Iowa City, IA 52240

EDUCATION

Bachelor of Science in Social Work at University of Iowa

Sep 2014 - May 2019

I have learned excellent communication, problem-solving, and organizational skills while studying Bachelor of Science in Social Work.

LINKS

[linkedin.com/in/ryannawage](https://www.linkedin.com/in/ryannawage)

SKILLS

Child development

Crisis intervention

Family dynamics

Case management software

Social work principles and practices

Community resources and referrals

LANGUAGES

English

Portuguese

HOBBIES

Organizing and cleaning

Listening to music

Spending time with family and friends

PROFILE

I have over three years of experience as a youth case manager. I am passionate about working with young people and helping them to overcome challenges in their lives. I have a strong focus on client care and providing support to clients through difficult times. I am an excellent communicator and have superb organisation skills which ensures that all my clients receive the highest level of service possible.

EMPLOYMENT HISTORY

● Senior Youth Case Manager at Lutheran Services in Iowa, IA

Jun 2022 - Present

- Successfully advocated for and obtained funding for a new after-school program serving at-risk youth.
- Worked with school administrators to develop an innovative in-school suspension model that significantly reduced recidivism rates among participating students.
- Successfully implemented a community outreach program that increased access to mental health services for underserved youth in the city by 25%.
- Led a team of case managers who provided direct service to over 500 clients each year, resulting in positive outcomes such as increased graduation rates and decreased involvement in the juvenile justice system.
- Trained other professionals on best practices for working with high-risk youth.
- Presented at national conferences on effective interventions for gang involved youth.

● Youth Case Manager at , IA

Sep 2019 - May 2022

- Assisted 15-20 youth per week with goal setting, anger management, and conflict resolution skills.
- Led weekly group sessions on topics such as job readiness, life skills development, and healthy relationships.
- Developed individualized service plans for each youth client that addressed their unique needs.
- Monitored progress of clients towards meeting goals and objectives outlined in service plan.
- Provided crisis intervention services to youth experiencing emotional distress or behavioral issues.
- Advocated on behalf of clients with school personnel, probation officers, parents/guardians, etc.

CERTIFICATES

Certified Youth Case Manager (CYCM)

Mar 2021

Certified Juvenile Justice Specialist (CJJS)

May 2019