Danielle Elise Mercer

Child and Family Social Worker

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Family services record

24 active family plans — Typical caseload during the last two review quarters.

28 kinship contacts — Confirmed practical support needs in the placement review exercise.

Summary

Child and family social worker with experience supporting families through intake, service planning and case reviews. Coordinates with schools, community partners and kinship carers. Keeps clear records of what families agreed to, changes in circumstances and decisions requiring supervisor review.

Experience

Social Worker, Child and Family Services

West Estuary Family Resource Service | 2021-03 – Present

- Carry 24 active family plans on average. Agree attainable next steps during home or office meetings and document the family's view alongside observations from partner agencies.
- Set up a weekly review with the intake lead for cases awaiting interpretation, transport or documentation. Missed first reviews fell from 12 to 5 over consecutive 36-case periods.
- Met or called 28 kinship contacts during a support review. Tracked requests for school transport and respite support, then confirmed referral and consent arrangements with each household.
- Prepare summaries for supervisor-led reviews. Identify unresolved risk and record where the worker, supervisor or statutory authority owns the decision.

Family Support Social Worker

Brackencove Community Supports | 2018-05 – 2021-02

- Coordinated short-term support for families referred by partner schools. Agreed goals with the caregiver and checked progress at four weeks before discussing continued involvement.
- Created a warm-referral log for housing, food and after-school support. Checked that 19 households had reached the receiving service and reopened follow-up when eligibility or access remained unresolved.
- Reviewed contact permissions with the intake coordinator and recorded the approved channel for each family. Escalated child protection concerns to the designated safeguarding lead.

Education

Bachelor of Social Work

Rainhaven University | 2018

Skills

Family assessment · Case planning · Interagency coordination · Strengths-based practice · Kinship support · Safeguarding referral

Languages English · French