

# KANAVWA NICCOLE HAYES

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## PROFESSIONAL SUMMARY

Strategic Community Support Specialist with strong background in crisis intervention and management. Skillfully builds support networks comprised of diverse healthcare providers and businesses, supporting community needs. Works with leaders and law enforcement to address health and safety issues.

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## WORK HISTORY

### **Vocational Rehabilitation Counselor, 07/2015 to 08/2020**

#### **Veterans Health Administration - Memphis, TN**

- Assisted individuals with addressing disabilities and developing career plans.
- Promoted development of interviewing, resume writing and etiquette skills.
- Coordinated community resources and secured referrals.
- Handled caseload of more than 30-35 clients.
- Conducted comprehensive patient assessments and evaluated patient care plans.
- Provided solution-orientated care for 15-20 patients per week.

### **Certified Peer Support Specialist, 12/2013 to 07/2015**

#### **Veterans Health Administration - Los Angeles, CA**

- Created community-oriented counseling program that decreased homelessness in Greater Los Angeles for nearly 66% of patients served
- Worked with over 35 family members to develop support networks and multifaceted coping techniques focused on client needs
- Delivered individualized counseling services to clients working through issues such as mental illness and substance abuse
- Spearheaded group counseling sessions to help individuals deal with mental illness
- Maintained excellent attendance record, consistently arriving to work on time

### **Job Coach, 11/2000 to 12/2013**

#### **Goodwill Of North Georgia - Decatur, GA**

- Established workshops for job seekers to provide information on job searching and application completion resulting in 65% of patients securing employment
- Attended job fairs and visited classrooms to provide wide range of information to prospective job seekers
- Counseled clients one-on-one regarding current situation, desires,

## CONTACT

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## SKILLS

- Rehabilitation
  - Psychology
  - Case Management
  - Social Services
  - Special Education
  - Rehabilitation treatment planning
  - Individual and group counseling
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aptitudes, education and employment history

- Performed drug, aptitude and personality assessments for 85% of patients
  - Transported clients to community worksites to gain work experience and references for potential employment
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## EDUCATION

### **Bachelor of Arts, Business Administration And Management, 05/2011**

**Shorler University** - Rome, GA

- Graduated in Top 10% of Class.
- Elected Captain of Synergy Team.
- Dean's List 1st and 2nd Semester of 2010 and 2011.

### **Master of Arts, Marriage And Family Therapy, 09/2013**

**Liberty University** - Lynchburg, VA

- Dean's List 2012 and 2013.
- Minored in [Human Services](#).
- Graduated in Top 15% of Class.

### **Doctor of Education, Performance Improvement Leadership, Expected in 2022**

**Capella University** - Minneapolis, MN

- Dean's List [1st and 2nd Semester 2017 & 2018](#).
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