**Kanavwa Niccole Hayes**

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**Summary**

Highly dedicated professional, currently pursuing PhD in Education from Capella University with excellent educational credentials/expertise in crisis intervention and management. Repeated success in case management, social services, special education, rehabilitation treatment planning, and individual/group counseling. Adept at building support networks with diverse healthcare providers and businesses to promote health equity in communities. Well prepared to excel in a challenging role as **School Counselor** to add value in the growth of organization.

**Education**

**Doctor of Education, Performance Improvement Leadership - Dean's List** (Expected in 2022)

Capella University – Minneapolis, MN

**Master of Arts, Marriage and Family Therapy, Minored in Human Services - Dean's List** (2013)

Liberty University – Lynchburg, VA

**Bachelor of Arts, Business Administration and Management - Dean's List** (2011)

Shorter University – Rome, GA

**Experience Highlights**

Veterans Health Administration, Memphis, TN

**Vocational Rehabilitation & Supported Employment Counselor**, 07/2015 to 08/2020

Rendered excellent support and counseling services to individuals with disabilities, including developing treatment/ patientcare plans to achieve career goals. Effectively utilized community resources to secure job referrals. Led career development workshops on mock interviewing, resume writing, and etiquette skills. Maintained current understanding of state and federal policies such as EEO and ADA. Built and strengthened strong partnerships with numerous healthcare administrators, medical director, and nursing supervisors.

* Credited with managing caseload of more than 30-35 clients; provided solution-orientated care to 15-20 patients p/week.
* Recognized for improving project success rates by 41% with coaching, one-one training, and problem resolution.

**Senior Certified Peer Support Specialist,** 12/2013 to 01/2015

Engaged with over 35 family members to establish support networks and multifaceted coping techniques according to client needs. Planned and chaired individual and group counseling sessions to assist clients struggling with mental illness and substance abuse. Maintained attendance records and completed necessary paperwork. Ensured the confidentiality of personal and health information by observing strict regulations and procedures.

* Designed and delivered community-oriented counseling program that decreased homelessness in Greater Los Angeles for nearly 66% of patients served.

Goodwill of North Georgia, Decatur, GA

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

Assisted potential clients in finding jobs and making effective career moves according to their goals; attending job fairs and visiting classrooms. Conducted one-on-one session with client to discuss current situation, desires aptitudes, education and employment history. Facilitated clients in gaining work experience and references for potential employment through community worksites.

* Organized workshops for job seekers on job searching and application completion process, resulting in 65% of patients/clients securing employment.
* Performed drug, aptitude, and personality assessments for 85% of patients.

*Additional experience as* ***Owner/Operator*** *at Daycare Center, as* ***Collections/Training Manager*** *at Account Portfolios, as* ***Yeoman*** *at USS Samuel Gompers AD-37 (decommissioned)*