

# TOBY UNTERFRANZ

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## PROFESSIONAL SUMMARY

Experienced professional counselor skilled in guiding clients through challenges and facilitating personal growth. Demonstrated expertise in providing emotional support, resolving conflicts, and fostering effective coping strategies. Proven track record of seamless collaboration within teams to achieve significant outcomes. Adaptable and reliable, with a strong emphasis on active listening, empathy, and problem-solving abilities.

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## SKILLS

- Skilled in intake interviewing
- HIPAA
- Client advocacy
- Career counseling
- Adept at conflict resolution
- Empathy development
- Counseling
- Mental health support
- Crisis intervention techniques
- Crisis response
- Treatment Planning
- Intake assessments

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## WORK HISTORY

### TELEHEALTH COUNSELOR /ASSESSOR 01/2019 to Current

**US Service Animals**, Portland, OR

- Assisted in founding and expanding the Telehealth department in response to the pandemic.
- Rapidly assessed situations to determine and implement the best course of action.
- Successfully completed over 7,000 Clinical Assessments and Crisis Reduction sessions.
- Executed quick and effective crisis diffusion strategies.
- Conducted thorough intake assessments and accurately diagnosed clients using DSM-V criteria.
- Developed innovative assessment tools to support clinical evaluations for myself and colleagues.
- Utilized multiple Electronic Medical Record (EMR) programs to ensure compliant and efficient documentation.
- Facilitated ongoing telehealth sessions through video and telephone engagements.
- Contributed to a supportive work environment by sharing knowledge, resources, and new findings within the counseling field.

### VIRTUAL PRIVATE PRACTICE CLINICIAN 10/2018 to 12/2023

**BetterHelp**

- Implemented crisis intervention strategies when needed, ensuring immediate safety measures were in place for at-risk patients.
- Delivered high-quality patient care by conducting thorough assessments, developing treatment plans, and providing ongoing therapeutic support.

- Developed tailored treatment plans to address the unique needs of each patient and promote optimal recovery.
- Advocated for patients within the healthcare system to ensure access to appropriate resources and services when needed.
- Participated in case reviews with multidisciplinary teams to discuss complex cases and develop collaborative solutions for individualized care plans.
- Improved patient outcomes by implementing evidence-based clinical practices and interventions.
- Provided patients with detailed information about symptoms, causes and treatment expectations.
- Established appropriate course of treatment and implemented interventions.

**MENTAL HEALTH ADDICTIONS COUNSELOR** 05/2016 to 12/2018

**Albuquerque Health Services**, Albuquerque, NM

- Managed a caseload of 70-100 patients within a methadone program, ensuring optimal well-being and operational efficiency.
- Delivered counseling, crafted treatment plans, and executed crisis interventions using mindfulness and Dialectical Behavior Therapy (DBT) concepts to foster patient growth.
- Applied a solutions-focused approach to aid client progression through the program, supporting sobriety maintenance and privilege acquisition.
- Conducted telephonic sessions specifically aimed at crisis reduction.
- Developed and distributed psycho-educational materials for peers and facilitated case defense reviews to enhance patient assessment skills.
- Conducted thorough assessments, gathering information on clients' substance use history, mental health status, and psychosocial factors influencing their addiction.
- Enhanced professional knowledge by attending regular trainings on emerging trends in addiction counseling techniques.
- Improved client satisfaction through empathetic listening and tailored support for individual needs.

**FREELANCE VOICEOVER TALENT/CREATIVE PRODUCER** 12/2011 to 07/2018

**Voice123**, Albuquerque, NM

- Directed voiceover recording, copywriting, and post-production management for promotions and commercials targeting the online community.
- Developed innovative strategies and applied engaging presentation techniques to produce impactful ads and promotions.
- Led voiceover initiatives for advertisements, promos, video games, and phone systems, successfully attracting increased business for clients.
- Employed advanced editing software to integrate music and sound, enhancing production quality and effectively persuading listeners.
- Delivered consistently exceptional results within tight deadlines, prioritizing tasks effectively under pressure.
- Developed and executed innovative project concepts, significantly increasing audience engagement and interaction.

**MENTAL HEALTH THERAPIST** 09/2012 to 10/2016

**Attachment Healing Center**, Albuquerque, NM

- Trained clinicians on Theramanager and ensured accuracy in Electronic Medical Records (EMR) by composing detailed DAP progress notes and necessary documentation.
- Played a key role in developing a pilot program to assess and enhance the efficacy of the

treatment model across all programs.

- Managed and conducted therapy sessions for individuals, couples, and groups, gathering and analyzing data to evaluate program outcomes.
- Guided clinicians in data collection, analysis, and documentation of intake assessments and diagnoses with support from the Clinical Supervisor.
- Provided exemplary leadership in treating children and parents, utilizing neuroscience and family systems theories for effective intervention.
- Conducted family therapy sessions to foster improved communication, boundary setting, and healthy relationships in families facing mental health issues.
- Customized therapeutic approaches to address the specific needs of diverse client populations, including those with substance use disorders and trauma histories.
- Implemented behavioral modification techniques to assist clients in overcoming detrimental behavioral or cognitive patterns affecting their mental health.

**MILIEU THERAPIST** 09/2011 to 11/2011

**Abundant Life Academy**, St. George, UT

- Demonstrated outstanding management in interviewing troubled teens and gathering information from client histories to effectively provide direct mental health services for a caseload of 20 – 30 clients with ages 13 to 18 at Christian Boarding School
- Assessed client's needs by creating and maintaining an individual treatment plan to resolve problems related to substance abuse, interpersonal relationships, educational, and career aspirations to achieve client goals along with operational crisis management
- Tutored students in Math and English while meeting with colleagues on a weekly basis to promote a positive environment
- Referred clients for outside resources while providing guidance to maximize client's psychological, cognitive, and behavioral growth

**THERAPIST / ADVOCATE INTERN** 05/2009 to 05/2010

**Individual Advocacy Group**, Romeoville, IL

- Delivered ongoing education and support to disabled individuals, couples, and groups to enhance personal development and well-being.
- Managed a caseload of 15 clients as an intern, addressing multiple diagnoses, including autism, borderline personality disorder, and schizoid personality disorder.
- Developed personalized interventions and treatment plans using Dialectical Behavior Therapy (DBT), Cognitive Behavioral Therapy (CBT), and solution-focused approaches.
- Collaborated with other departments to supervise clients and assist in special projects and activities, earning professional recognition and awards.
- Facilitated group therapy sessions, including music therapy and life skills training, in alignment with ADA compliance standards for group sessions.
- Organized a successful talent show that raised \$3,000 for the agency, while managing a larger caseload than peers through effective time management.
- Conducted assessments using the DSM-IV and provided one-on-one mental health services during scheduled sessions or crisis situations.
- Implemented telephonic crisis intervention and reduction strategies to support clients in distress.
- Worked collaboratively with individuals, couples, and groups, identifying goals and referring them to suitable internal or external programs.

**INFORMATION TECHNOLOGY CONSULTANT** 01/2007 to 01/2009

**Prairie Communications**, DeKalb, IL

- Consistently provided expert consultation on diverse IT and software development projects, including networking and radio-related applications.
- Led initiatives to demonstrate IT expertise by supporting internal clients with hardware, software, networking, and Internet needs.
- Advised on the strategic use of technology in advertisements and public service announcements, significantly reducing production costs.
- Effectively resolved technical issues and other IT-related concerns, enhancing company productivity and maintaining operational efficiency.
- Managed project timelines and budgets effectively, ensuring successful completion within allocated resources.

**ON-AIR RADIO PERSONALITY** 01/2003 to 01/2005**Prairie Communications – 1360 WLBK Radio**, DeKalb, IL

- Delivered engaging commentary and conducted interviews on diverse topics such as music, news, weather, traffic, and sports.
- Collaborated closely with production staff to create compelling radio programs while consistently maintaining a high standard of customer service.
- Produced advertisements, public service announcements (PSAs), and lead-ins for the station, expertly addressing issues during broadcasts with calm professionalism.
- Led the production of Northern Illinois University sports games and served as the Network Engineer for the national broadcast of a Bowl game.
- Collaborated with fellow radio personalities and production team to develop creative ideas for segments, promotions, and events.
- Promoted station-sponsored events both on-air and off-air to drive attendance rates while maintaining a positive brand image within the community.

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**EDUCATION****Lewis University**, Romeoville, IL**Master of Arts**, Counseling Psychology, 2010**Northern Illinois University**, Dekalb, IL**Bachelor of Arts**, Media Studies , 2004

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**CERTIFICATIONS**

LPCC Licensed Professional Clinical Counselor

- Independent License, Clinical Counselor, CPR Certified, BLS Certified  
Licensed Professional Counselor certification (LPC)

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**LANGUAGES**

Spanish

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**PROJECTS****Published Author**

I am a published author with an extensive and diverse portfolio spanning multiple genres and subjects, designed to engage a broad audience:

- Countries of the World: Described for People Who Are Not Visual Learners: In this book, I provide in-depth descriptions of countries specifically tailored for readers who excel in absorbing information through textual and auditory formats. My work offers a rich understanding of cultural and geographical nuances, helping readers imagine the world vividly.
- Power Hungry: I explore the dynamics of power and its influence across various sectors. My analysis gives readers a detailed understanding of how power structures shape our world and affect daily lives.
- 50 Years of Hip Hop: Celebrating the legacy of hip hop, I chronicle five decades of music and culture that transformed the global music scene. My writing features stories of influential artists and pivotal moments in the genre's history.
- 5 Unique Animals\*\*: In this captivating exploration, I spotlight some of the world's most extraordinary wildlife, focusing on unusual and fascinating creatures. My work inspires animal lovers and promotes a deeper appreciation for biodiversity.

### **Creative Projects**

- Epson iOS and Android Applications Development: Successfully developed and published 10 Epson-specific applications on both Google Play and the App Store, enhancing user engagement and accessibility.
- Audiobook Production and Publication: Authored, produced, and published five audiobooks, demonstrating expertise in content creation and digital media distribution.