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| Amanda HathcockHuman Services Manager – People Success Coordinator | amandah47@protonmail.com • (231) 818-0626amandahathcock.com • IN |
| Results-driven and collaborative professional with experience promoting interactive learning environments, leading cross-functional initiatives, and guiding clients toward self and career development goals. Capable of providing personalized guidance by evaluating profile indicators and discussing career and/or business objectives. Active listener and articulate communicator with excellent interpersonal skills to build trust and rapport with diverse populations. Knowledgeable in HIPAA and regulatory requirements, adept at analyzing data and making insightful decisions. Proficient in utilizing tools including Microsoft Office Suite to streamline workflows and drive efficiency. Dedicated to staying updated on human resource policies and coaching techniques for continuous improvement. |
| Areas of Expertise |
|  ● Person-Centered Counseling ● People Managing ● Regulatory Compliance |  ● Program Development ● Relationship Building ● HIPAA |  ● Team Leadership & Training ● Cross-Cultural Communication ● Data Analysis & Strategic Planning |
| Professional Experience |
| One to One Health for Purdue University, West Lafayette, INBehavioral Health Consultant – Mental Health Counselor  | 2018 — Present |
| Perform comprehensive assessments and evaluations to diagnose mental health conditions and determine appropriate intervention strategies. Monitor and evaluate patient progress through regular follow-up appointments and assessments. Conduct educational workshops for faculty and staff, reaching numerous departments through in-person and virtual sessions. * Enhanced person-centered counseling to increase clinical discharges from 2022 to 2024.
* Facilitated group engagement and discussion, contributing to a dynamic and interactive learning environment.
* Garnered positive reviews and reduced single appointments.
* Established customer service initiative from start to completion by partnering with integrated care team, clinical directors, and contractors.
* Identified and addressed HIPAA compliance risks, mitigating potential violations and avoiding ~$100K fines.
* Transitioned to digital records in 2023, demonstrating computer proficiency and enhancing workflow efficiency.

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| IUHealth Arnett, Lafayette, INBehavioral Health Consultant | 2016 — 2018 |
| Perform brief solution focused assessments and evaluations to create evidence based treatment plans and determine appropriate intervention strategies. Monitor and evaluate patient progress through regular follow-up appointments and assessments. Integrate with primary care physicians to facilitate warm-handoffs and communicate continuity of care with psychiatric providers. * Facilitated program doubling number of providers and tripling reach
* Communicated needs analyses and benefit projections to stakeholders and top business constituents.
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| Proud Equestrian Program Cheboygan County 4-H, Cheboygan, MILeader, Instructor, and Board President | 2016 — 2020 |
| Orchestrated comprehensive volunteer management, including recruitment, training, and supervision, ensuring adherence to safety protocols. Managed multiple roles effectively to facilitate horseback riding day-camps including curriculum development, delivering PATH/PEP certified instruction, and maintaining robust volunteer workforce. Tailored communication strategies to support participant engagement, volunteer development, and stakeholder relations across diverse groups.* Attained 100% satisfaction rate on exit surveys and boosted new volunteer retention by 50%.
* Surpassed fundraising goals by 30%, by streamlining donation and fundraising initiatives. securing vital financial resources for program sustainability and expansion
* Documented the county’s founding therapeutic riding session curriculum, accounting for simultaneous variable skill levels, enabling continuation of use
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| Momentum Outfitters, Mackinaw City, MIAssistant Manager | 2011 — 2016 |
| Guided sales team through onboarding, problem resolution, and efficient point-of-sale operations. Enhanced team performance through sales training, ensuring understanding of product trends and future demand. Collaborated with upper-management to streamline operational procedures, optimizing sales processes and customer satisfaction. Fostered collaborative team environment, contributing to overall growth and success.* Demonstrated exceptional sales floor knowledge, predicting future demand and contributing to inventory optimization.
* Consistently surpassed daily sales targets, achieving 10% increase over benchmarks.
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| EducationMaster of Arts in CounselingOakland University, Oakland, MI - 2015Bachelor of Arts in Psychological ScienceAlbion College, Albion, MI – 2013Honors, Public Service, Leadership |
| Licenses & Certifications |
| LLPC | NCC | CTMH-A | CHAIS | CTRI | PHS | MI-Proficient | SHRM-CP (official test result expected on or before Feb 11, 2025)Publications* “30 Ready to Use Relaxation Tools: Coping Skills for Stress, Anxiety, Depression, Bipolar Disorder, OCD, Self Esteem, Attention Deficit Disorder,” Ripples of Hope Counseling, April 2023.
* “The Benefits of Equine Assisted Therapy: Parent Reports of Effectiveness and Satisfaction,” Albion College Honors, 2013
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