

# JOHN MWANGI

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## Behavioral Care Manager

### *Over 10 Years of Experience*

Compassionate and results-driven Counselor with 10+ years' experience supporting PLWHA, students, inmates, and community groups through counseling, health education, and psychosocial support. Skilled in health protocols, confidentiality, and use of DHIS2/OpenMRS for patient monitoring. Adept at leading teams, facilitating case reviews, and delivering education on HIV prevention, stigma reduction, and mental health. Recognized for empathy, problem-solving, and helping vulnerable individuals regain stability and adhere to treatment. Committed to advancing public health through patient-centered care, ethical research, and collaboration with stakeholders.

## Skills

- Counseling and psychosocial support for PLWHA
- Data entry and management (manual and electronic)
- Strong communication skills (verbal and written)
- Multidisciplinary team collaboration and case reviews
- Problem-solving skills and ability to think critically
- Empathy and compassionate patient care
- Confidentiality and patient privacy protection
- Cultural competence and sensitivity to diverse populations
- Continuous professional development and learning

## Work Experience

### **Senior Counselor – HIV/AIDS Support Program XYZ Health Organization, Nairobi | 2018 – Present**

- Provided psychosocial counseling and adherence support to PLWHA, improving treatment retention rates by 25%.
- Led a multidisciplinary team in weekly case reviews to address patient challenges and develop holistic care plans.
- Trained peer educators on stigma reduction, disclosure, and positive living.

### **Guidance & Counseling Officer- ABC Secondary School, Nakuru | 2014 – 2018**

- Counseled students on mental health, behavioral issues, and academic performance, reducing disciplinary cases by 30%.
- Designed and facilitated health awareness programs on HIV prevention, reproductive

health, and life skills.

- Maintained strict confidentiality and built trust with students, parents, and staff.

### **Community Outreach & Counseling Volunteer - *Kenya Prisons Service, Kisumu* | 2010 – 2014**

- Delivered individual and group counseling sessions for inmates, addressing trauma, substance use, and rehabilitation.
- Introduced peer support groups that fostered resilience and reduced recidivism.
- Collected and reported counseling data for integration into DHIS2, supporting evidence-based interventions.

### **Education**

- Master of Arts in Counseling Psychology – University of Nairobi | 2016 – 2018
- Bachelor of Arts in Sociology & Psychology – Kenyatta University | 2008 – 2012
- Diploma in HIV/AIDS Management – Kenya Institute of Social Work | 2006 – 2007

### **Professional Associations**

- Kenya Counselling and Psychological Association (KCPA) – Member
- National Organization of Peer Educators (NOPE) – Member

### **Licenses & Certifications**

- Registered Counselor – Kenya Counselling and Psychological Association (KCPA)
- HIV Testing and Counseling (HTS) Certification – Ministry of Health, Kenya

### **References**

Available upon request.