

Carolyn Mainah

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Professional Summary

A community support worker with over 3 years of experience supporting vulnerable populations with compassion and empathy. Practically, gained skills in trauma-informed care and client-centeredness approaches, conflict management, crisis intervention, advocating for and connecting clients to helpful resources.

Core Competences

- Critical Thinking
- Crisis management and conflict resolution
- Mental health and addiction support.
- Strong interpersonal skills
- Teamwork and collaboration
- Resilience and self-care
- Trauma-informed care
- Harm reduction
- Life skill coaching
- Confidentiality

Certificates

- Diploma in Mental Health
- Care Certificate Course
- Emergency First Aid/Community Care
- Food Safe

Work Experience

Community Engagement Coordinator (Practicum)

May 2025- July 2025

Valid Dreams Foundation- Kamloops, BC

Kamloops, BC

- Organizing education and awareness creation for newcomers for all people of color
- Building relationships with diverse demographics
- Supporting new immigrants in overcoming challenges faced by navigating the Canadian system (e.g., language barriers, cultural adaptation, connecting newcomers with community resources)
- Organizing events to promote cultural understanding and connection
- Coordinating and collaborating with other partnerships whose goals align with the Foundation.

Assistant County Commissioner

Feb 2020 - Aug 2024

Government of Kenya, Kenya

- Collaborated with law enforcement and community organizations to address social issues such as child

protection and domestic violence.

- Advocated for marginalized populations through community-led solutions and policymaking.
- Conducted training for law enforcement and community service providers on trauma recognition and response.
- Designed and launched initiatives to protect children from domestic violence and substance misuse.
- Championed the needs of youths and children with diverse health conditions, including Autism and ADHD.
- Collaborated with healthcare providers to ensure comprehensive support to affected families.

Community Support Worker

January 2018- Nov 2019

Kenneth and Jacob's House

- Prepared young and adults alike through life skill coaching for community reintegration
- Facilitated mediation between vulnerable people experiencing a housing crisis and among family members or partners involved.
- Provided trauma-informed care, client-centred, and de-escalation intervention to clients with multiple life crises.
- Engaged in connecting clients to helpful community resources.
- Ensured proper documentation, daily reporting, and confidentiality
- Promoted safe, healthy relationships among colleagues and clients

Social Worker

Jan 2017 – Dec 2017

Beam Kenya, Kenya

- Conducted assessments and evaluations to understand the needs and challenges faced by youths and adults.
- Counseled youth and adults dealing with emotional, behavioral and psychological issues.
- Advocated for children's rights and needs within the community and educational systems.
- Connected families with community resources such as mental health services, educational support, and financial assistance.
- Conducted educational workshops for youths and families on mental health, substance use, prevention, and healthy relationships.

Caregiver

Jun 2015 – Oct 2016

Ainabkoi Home For the Elderly, Kenya

- Assisted with daily activities such as dressing, grooming, and mobility of the clients.
- Provided emotional support and companionship to reduce loneliness
- Prepared meals and snacks according to dietary needs.
- Assisted individuals in getting to and from appointments or activities within the Centre
- Provided timely reminders for medication to ensure adherence to the prescribed schedule.
- Kept family members informed about the individual's well-being

EDUCATION

Master of Arts | Human Rights and Social Justice (In Progress)

Thompson Rivers University- Kamloops, BC

Bachelor of Arts in Sociology

Moi University, Kenya