

DR. HELEN LU (NEE EDWARDS)

OBJECTIVE Registered psychologist (CPA) and Registered Clinical Counsellor (RCC) with a robust background in directing, managing, and leading organizational development and change initiatives. Experienced in social justice reform, indigenization of services, and strategic planning. Seeking a role to leverage my expertise in healthcare (priority populations, mental health and substance use), organizational leadership and development, public service, and support for vulnerable populations.

EDUCATION

PH.D. IN INDUSTRIAL/ORGANIZATIONAL PSYCHOLOGY

ADLER UNIVERSITY, CHICAGO, ILLINOIS, 2020-2024

- Dissertation: Transformational Leadership in Visibility Strategies for Change Management with Emphasis on People Development and Work Culture Shifts.
- Strategic Planning Committee Member for Anti-Racism, Indigenization, Diversity Equity Inclusion (AID).
- GPA: 4.15.

M.ED. IN EDUCATION AND SCHOOL COUNSELLING

WESTERN WASHINGTON UNIVERSITY, BELLINGHAM, WASHINGTON, 2003-2005

- Focus: Clinical counselling, family therapy, group therapy, individual therapy using CBT, mindfulness, existential, Adlerian, Rogerian, and reality therapy approaches.

B.A. IN PSYCHOLOGY, MINOR IN ENGLISH LITERATURE

UNIVERSITY OF CALIFORNIA – IRVINE, IRVINE, CALIFORNIA, 1998-2002

- Graduated one quarter early, on the Dean's List.

PROFESSIONAL EXPERIENCE

DIRECTOR AND CO-OWNER, SHIFT AND HABIT CONSULTING

APRIL 2024 TO CURRENT

- Led comprehensive organizational development projects, including strategic change planning and implementation.
 - Developed and executed leadership development programs focusing on values-based and servant leadership.
 - Spearheaded initiatives aimed at fostering strong community partnerships and cross-organizational collaboration.
 - Designed and delivered project-based evaluations to measure success and identify barriers, enhancing program outcomes.
 - Specialized in Indigenizing services and leading trauma-informed, culturally aware approaches to organizational reform and social justice.
 - Assesses workplace culture and health and provides plan and project implementation
 - Provides staff training on burnout, compassion fatigue, having difficult conversations
 - Creates change implementation plans at an executive leadership level
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MANAGER OF CLINICAL OPERATIONS, FRASER HEALTH AUTHORITY

**INTEGRATED HOMELESSNESS ACTION RESPONSE TEAM (IHART) – APRIL 2024 TO CURRENT
RAPID ACCESS TO ADDICTIONS CARE (RAAC), INTENSIVE CASE MANAGEMENT (ICM), OPIOID
AGONIST TREATMENT (OAT) – MARCH 2021 TO APRIL 2024**

- Part of the leadership team in strategic planning of services in response to the drug opioid crisis and increases in homelessness.
- Provides clinical direction and leadership for outreach, homelessness action planning, and substance use recovery services.
- Develops and implemented strategies for equitable practices and indigenization of services.
- Provides clinical supervision, mentoring, and coaching to team members.
- Facilitates difficult conversations between team members and community partners.
- Manages staff orientation, personal learning plans, and succession planning.
- Promotes the development of Indigenous outreach teams and connected with Indigenous communities.
- Educates and lead staff training in equity, diversity, and inclusion.
- Provides training and workshop development for counselling and trauma-informed practice.
- Manages staff performance, ethical behaviors, and practices.
- Directs organizational development and change management initiatives.
- Develops data-driven strategies for the indigenization of programming.
- Oversees project development, implementation, and management for equitable practices.
- Conducts strategic and program planning in alignment with Fraser Health's mission and vision.
- Partners with the First Nations Health Authority to uphold Indigenous-specific positions.
- Collaborates with shareholders, community partners, and Indigenous communities.
- Supports human resources practices, including progressive discipline and employee investigations.
- Leads staff development, professional development, and training initiatives.
- Recruits, interviews, trains, and orients new staff.

DEPUTY EXECUTIVE DIRECTOR OF FAMILY, YOUTH, EARLY YEARS, & THERAPY SERVICES

CHILLIWACK COMMUNITY SERVICES, CHILLIWACK, BC CANADA

DECEMBER 2017 – MARCH 2021

- Shared responsibilities of the Executive Director, managing an organization with over 100 employees and 50 volunteers.
- Collaborated with the Board of Directors on agency overview, budget planning, and strategic planning.
- Analyzed complex statistical data to identify patterns and drive strategic planning.
- Led strategic change management initiatives and maintained the structural integrity of programming.

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- Successfully led and implemented strategic organizational restructure using Lewin's change methodology.
 - Coordinated multi-year, organization-wide projects involving teams of consultants, managers, directors, and community stakeholders.
 - Wrote and implemented multi-million-dollar government proposals.
 - Managed 9 programs and supervised 9 coordinators/managers.
 - Established and developed a mental health teaching clinic for practicum and intern students.
 - Recruited, interviewed, trained, and oriented new staff.
 - Oversaw human resources practices, including progressive discipline and support for staff development.
 - Mentored and trained coordinators in leadership roles.
 - Managed staff output, ethical practices, and disciplinary actions.
 - Ensured financial sustainability through budget management.
 - Engaged with community and contractual partners.
 - Developed programs in response to community needs through new proposals and applications.
 - Provided clinical supervisory duties for Master's level practicum/intern students.

CLINICAL COORDINATOR OF EARLY PSYCHOSIS INTERVENTION

FRASER HEALTH AUTHORITY, FRASER SOUTH, BC, CANADA

May 2013 – January 2018

- Supervised a multi-disciplinary team, managed intake and referral assignments, and maintained a clinical caseload.
- Provided clinical supervision, training, and professional development for team members.
- Developed and implemented treatment plans tailored to individual client needs.
- Collaborated with psychiatrists, social workers, and other healthcare professionals.
- Conducted assessments, diagnosis, and treatment of clients experiencing early signs of psychosis.
- Planned and implemented research-based conferences and workshops.
- Advocated for clients and liaised with community organizations.
- Implemented evidence-based practices to improve client outcomes and program efficiency.
- Provided direct therapeutic services including individual, group, and family therapy sessions.
- Trained and supervised Master's level practicum students and interns in clinical counselling and therapy.

GROUP AND FAMILY THERAPIST OF EARLY PSYCHOSIS INTERVENTION

FRASER HEALTH AUTHORITY, FRASER SOUTH, BC, CANADA

March 2010 – May 2013

- Provided family, youth, adult, and support group therapy for clients with early psychosis.
- Conducted individual and group therapy sessions using CBT, mindfulness, existential, Adlerian, Rogerian, and reality therapy approaches.
- Collaborated with healthcare professionals to develop comprehensive treatment plans.
- Facilitated workshops and support groups for clients and their families.
- Offered crisis intervention and support for clients in acute distress.
- Conducted clinical assessments and maintained detailed client records.
- Engaged in continuous professional development to stay updated on best practices in psychosis treatment.

CHILD AND YOUTH MENTAL HEALTH (CYMH) DUAL DISORDERS CLINICIAN

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT (MCFD), SURREY, BC, CANADA

June 2009 – March 2010

- Outreach and community therapist for adolescents with a dual diagnosis: developmental concern (i.e. Autism Disorder, Asperger's Disorder, FAS/FASD) coupled with mental health illness (i.e. depression, trauma, attachment issues, anxiety).
- Meet and consult with community professionals in order to provide best practices and services for families.

FAMILY PRESERVATION THERAPIST

CHILDREN'S FOUNDATION, SURREY, BC, CANADA

February 2009 – June 2009

- In correspondence with Ministry of Children and Family Development Child Protection Services of Surrey, BC. Provided Family Preservation Services.
- Immediate, short-term, crisis intervention for families at risk of having children removed from the home. Therapeutic services to address neglect, abuse, and drug and alcohol abuse and history in the home.
- Consulted with community resources for referral into the community for longer-term services as well as additional services.

OUTREACH FAMILY AND YOUTH THERAPIST

NORTHWEST YOUTH SERVICES, BELLINGHAM, WA, USA

November 2006 – February 2009

- In correspondence with Department of Children & Family Services of Whatcom and Skagit County, provided Family Preservation Services (FPS), Intensive Family Preservation Services (IFPS), and Family Reconciliation Services (FRS) for families in need. In partnership with Youth and Child Protection Services.
- Provided immediate family therapy to support family in preserving healthy, safe environment for their children and adolescents. Therapeutic services to prevent out-of-home placement due to child abuse and neglect. Use of humanistic and cognitive behavioral approach in a family systems base to provide in-home counselling for families referred by social workers at DCFS. Diagnoses include conduct disorder, ADHD, ADD, FAS, FAE, depression, anxiety, oppositional defiant disorder, bipolar disorder, borderline personality disorder, etc.

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- Met and consulted with community resources to better serve families and children in a wrap-around effect. Provided family counselling in Parent-Child Interactive Therapy (PCIT) for families working towards reconciliation. These included but were not limited to school personnel, doctors, other counsellors, court personnel, and social workers / case managers.
 - Provided substance use counselling to youth and young adults in an outreach-based capacity.
 - Managed and mentored paraprofessionals and case managers on cases.

OUTREACH CHILD PROTECTION THERAPIST

LUMMI NATION TRIBE CHILDREN'S SERVICES, BELLINGHAM, WA, USA

August 2005 – October 2006

- Clinical counsellor with Lummi Child Protection Services. Developed and provided individualized counselling services (play therapy, art therapy, interactive psychosocial-emotional therapy, etc.) for native children and youths who are dependents of the tribe, and/or in the foster care system.
- Target clients came from drug/alcohol-affected backgrounds with presenting issues of sexual, physical, verbal, and emotional abuse.
- Provided family counselling services with goal of healthy family reunification. Supervised court-assigned therapeutic visitations between biological family members and children in care.
- Assisted and consulted with tribal and state social workers / case workers regarding long-term or/and permanent placement plans for native children in care.
- Provided wrap-around services to assist children in their natural environments. Liaison between the tribe and outside community resources to better provide maximum services for native children under 18. Used strength-based & community-based modality to serve clients.
- Co-Coordinated and co-implemented all-girls adolescent counselling group on independent living, self-care, self-esteem, living in a drug/alcohol free environment, safe and healthy choice-making, and seeking higher educational opportunities.

SPECIAL SKILLS

- Member of
 - Member of Psi Chi, The International Honor Society in Psychology
 - Experience and training in compassionate difficult conversations, conflict resolution, and strategic change management.
 - Proficient in SPS statistical analysis and data-driven research.
 - Specializes in trauma-informed and culturally competent therapeutic interventions.
 - Experienced leader in leadership coaching and mentoring, clinical supervision, and program development.
 - Strong interest in organizational change and development, diversity, equity, and inclusion initiatives.
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REFERENCES

Available upon request.