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I have 20 years of experience in conducting CHAT research. I recently began working as Senior Researcher at Laurea University of Applied Sciences in Finland. I am a member of Correctional Services Research Team under Sustainable and Versatile Social and Health Care Programme. Our research focuses on vulnerable population groups, digitalisation, service development, and staff competence needs within the correctional services, social care and health care. The method of Change Laboratory, in which I specialise, is used to develop work and services.

My current and upcoming projects include: *'Re-entry and Desistance from crime in a Digital era: A cross-national comparative project'* (Canada, UK, Finland); *'Digitalisation in Correctional Services – a qualitative research on staff – client relationship and the correctional services competence needs'*; and *'Digital Buddies'*.

I began my research career in CRADLE and researched and participated in developing a range of fields of work: chemical factory, vocational rehabilitation, elderly care, road administration and academic library work. I received my PhD in 2016 and after graduation worked in the UK studying the use of Open Educational Resources in Higher Education, and laboratory staff's learning challenges regarding antimicrobial resistance in Africa and Southeast Asia. Later I conducted research on correctional services and prison officer education in Norway and participated in a study on young women in residential care.

Currently, my interests lie in developing analysis of contradictions and participatory transformative intervention methods in challenging boundary-crossing settings. My doctoral thesis explored the concept of public sector customers, and I aim to continue working on concepts and the marketisation of the public sector.

I am a founding member of *International Friends of Ilyenkov* network, a group of international researchers and activists dedicated to exploring the work of E.V. Ilyenkov to help shed light on today's cultural, philosophical, educational and political challenges. I teach General and Adult Education courses at the Helsinki University's Open University.

Selected publications

Marlow, M.A., Sørly, R., Kaatrakoski, H.K. (2022). Personal Stories of Young Women in Residential Care: Health-Promoting Strategies and Wellbeing. *Int. J. Environ. Res. Public Health* 19(24), 16386.
<https://doi.org/10.3390/ijerph192416386>

Kaatrakoski, H., Littlejohn, A., & Charitonos, K. (2021), Antimicrobial resistance challenging professional learning in three LMICs. *Journal of workplace learning* 33(6), 446-459. <https://doi.org/10.1108/JWL-10-2020-0166>

Kaatrakoski, H., Littlejohn, A., & Hood, N. (2017) Learning challenges in higher education: an analysis of contradictions within Open Educational Practice. *Higher Education*, 74(4), 599-615. <https://doi.org/10.1007/s10734-016-0067-z>

Kaatrakoski, H., & Lahikainen, J. (2016). “What We Do Every Day Is Impossible”: Managing Change by Developing a Knotworking Culture in an Academic Library, *The Journal of Academic Librarianship*, 42(5), 515-521. <http://dx.doi.org/10.1016/j.acalib.2016.06.001>

Kaatrakoski, H., (2016). *Conceptualising Customers in the Public Sector: An Activity-theoretical Analysis*. Helsinki: University of Helsinki. <https://helda.helsinki.fi/handle/10138/160428>

Engeström, Y., Kaatrakoski, H., Kaiponen, P., Lahikainen, J., Laitinen, A., Mylly, H., Rantavuori, J., & Sinikara, K. (2012). Knotworking in academic libraries: two case studies from the University of Helsinki. *Liber Quarterly: The Journal of European Research Libraries*, 21(3/4), 387-405. <https://liberquarterly.eu/article/view/10627>