

◀ Skills Profile ▶

- Leverages exceptional time management abilities and a keen eye for detail to ensure the quality completion of projects on schedule.
- Innovative problem solver who overcomes complex issues in dynamic environments. Possesses strong verbal, written and presentation skills. Experienced in writing project and program proposals.
- Superb communication and leadership skills with a track record of success in working with people from multi-cultural backgrounds and the ability to excel in challenging and deadline-driven environments.
- Team-oriented achiever who multi-tasks concurrent responsibilities and ensures smooth operations system-wide while enhancing efficiency and capturing substantial cost savings.

**• Documentation • Data Analytics • Client Relationship Management
Program Development • MS Office • Client Relations • Budgets • Performance Measurement**

◀ EDUCATION ▶

Bachelor of Arts - Psychology, August 2007, California State University, Northridge
(Minor in Pan African Studies)

Full Stack Web Developer, Presently Enrolled, University of California Los Angeles (Extension Campus)

◀ EXPERIENCE SUMMARY ▶

Rancho San Antonio
Chatsworth, CA 2007 – present

Rancho San Antonio is a non-profit 501(c)(3) organization. Rancho is a multi-service residential agency serving up to 90 court-ordered adolescent boys.

Quality Assurance & Quality Improvement Coordinator/ Intake Assessment Specialist (April 2018-Present)

- ✓ Charged with the responsibility to oversee residentially based QI/QA and positive risk management
- ✓ Oversees/Direct supervisor to five Case Managers
- ✓ Coordinates with the Unit Supervisor and Residential Director to ensure the most professional and therapeutic application of treatment in the milieu
- ✓ Assists the Residential Director in oversight of the consistent application of policy and procedure related to safety, privacy, the emergency intervention plan, and the adherence of practices according to best practice standards

Placement Assessment Center (Intake) Case Aid (September 2016-April 2018)

- ✓ Assist with intake assessments and reports as directed by Intake Social Worker
- ✓ Conduct interviews with potential clients as assigned by Intake Director
- ✓ Engagement with new clients; Individual counseling as needed
- ✓ Psychiatric Medical Authorization forms: oversight and quality assurance
- ✓ Assist Psychiatrist to maintain required paperwork
- ✓ Allied responsibilities as assigned by Supervisor or Administrative team

Unit Supervisor (February 2012 – September 2016)

- ✓ Supervised a team of seven direct care staff. Responsible for training and modeling for Direct Care Staff
- ✓ Responsible for weekly staff work schedules, ensuring proper staff/client ratios are maintained, staff time cards, and month – end paperwork

- ✓ Responsible for the overall efficient and smooth operations of assigned area. Including QI/QA on all compliance matters (for example; psychotropic med reviews, visitor log, clothing and allowance paperwork, physical plant upkeep and follow through on work orders, living unit cleanliness, etc.
- ✓ Responsible for the successful integration of programs and services for residents working in conjunction with the treatment team
- ✓ Developed and maintained effective communication within the team, as well as other staff and departments throughout the agency
- ✓ Assist clients and their families overcome various challenges including life transition adjustments, relationship difficulties, parenting issues, child/adolescent behavioral issues, child abuse and cultural diversity.

Lead Child Care Worker (Direct Care Staff/Supervisor) (2008–2012)

- ✓ Worked in collaboration with Social Workers and other outside parties (i.e. mental health professionals, law enforcement personnel family, educators) to identify individual and group counseling needs consistent with agency expectations
- ✓ A substitute parental figure who provides understanding, support, guidance, correction, and example to help resident develop increased responsibility, self-awareness, and pro social response to the society they live
- ✓ Provided positive role model and sense of safety in the living environment
- ✓ Enforced general RSA resident policies, rules and regulations

Vacation Relief Child Care Worker (Direct Care Staff) (2007-2008)

- ✓ To effectively supervise and provide guidance to residents
- ✓ Implement treatment guidelines as outlined by Rancho San Antonio
- ✓ Provides for the residents' emotional, cognitive, spiritual, and physical well-being
- ✓ Worked as a member of a treatment team
- ✓ Sets the tone, offers direction and helps choose priorities in which her group will become involved
- ✓ Assists in developing an atmosphere within the unit that encourages residents to learn to make more appropriate choices use better judgment and increase his chances of staying out of serious trouble.