

Contact

pattybbs@yahoo.com

(LinkedIn)

Top Skills

social services

Spanish

Interpersonal Skills

Languages

English (Native or Bilingual)

Spanish (Native or Bilingual)

French (Limited Working)

Certifications

Tech advocate

Patricia Idrugo

Bilingual Family Advocate/Counselor at CORA - Community
Overcoming Relationship Abuse
San Mateo, California

Summary

As a client advocate, I provide crisis intervention, assessment and supportive counseling to emergency safe house residents, callers on the domestic violence hotline, as well as provide emergency telephonic response to referrals from local law enforcement. I am responsible for providing a safe and healthy environment and welcoming atmosphere for residents. Services are voluntary and include safety planning, peer counseling, case management, information and referral, and group facilitation. All the services that I provide are within the context of a trauma-informed approach. This position requires involves traveling to multiple sites throughout San Mateo County.

Experience

CORA - Community Overcoming Relationship Abuse
Bilingual Counselor/Case Manager
May 2015 - Present
San Mateo

Schedule, screen, and perform intake and assessments for new residents entering CORA safe Houses.

Respond to callers on the 24-hr hotline, ERP and housing departments evenings, weekends, and holidays.

Provide immediate crisis response, needs assessment, and conduct safety planning with all callers and/or residents

Provide crisis intervention, conflict resolution support, and de-escalation intervention for residents on-site

Provide case management and advocacy support to a caseload of residents and/or families experiencing domestic violence and other co-existing conditions such as mental disorders, disabilities, substance abuse, sexual trafficking, etc

Create client-centered service plans and utilize motivational interviewing to empower and encourage clients to achieve self-sufficiency goals

Familiarity with housing, financial empowerment, career counseling and other community services in the San Mateo, Santa Clara and San Francisco County Facilitate resident activities, support groups, weekly community meetings, and other educational workshops as needed.

Complete required documentation and data into client database in an accurate and timely manner. Maintain up to date client files, records, and reports.

Support interdepartmental communication in order to support better clients

Assist in compiling program statistics, maintenance of filing systems, and development/implementation of new protocols and procedures.

Recruit, train, supervise, and schedule volunteers to support safe house staff and residents using trauma informed approach

Train and mentor new safe house employees

Collaborate effectively with other departments and outside agencies to ensure successful service delivery

Conduct community outreach, as needed, to optimize referral relationships with partner agencies.

QuantiView

Data entry Marketing specialist

2011 - 2012 (2 years)

San Mateo

- Sorted, reconciled and kept records of client's preferences to prepare reports
- Assisted team with ongoing administrative and operational tasks
- Managed and imported data
- Supported and contributed to various projects and reporting requests.

BURLINGAME MOTHERS CLUB

International Mamas coordinator

2008 - 2011 (4 years)

Burlingame

- Organized and maintain member's database
- Promoted internal and external activities to attract new members
- Organized events that support members to engage in family based activities while still considering multicultural diversity

La Casa de las Madres

Bilingual Family advocate

2001 - 2002 (2 years)

Provide crisis intervention and counseling by telephone or in person;

Provide field accompaniment to clients as needed - medical, criminal justice, civil legal & social services;

Provide comprehensive assessments that will result in individual care plans;

Coordinate linkages and work collaboratively with community-based organizations to ensure accessibility and greater options for clients and their families;

Collaborate with on-site consultants/clinicians to provide comprehensive services to high risk clients;# maintain for safekeeping, client files in compliance with grant and/or contract guidelines;

Assist with day to day operations including phone coverage, site supervision, crisis intervention, and conflict resolution;

Participate in regularly scheduled staff and case management meetings;

Maintain and submit program documentation in accordance with grant requirements; and

Facilitate a variety of support groups.

Aerocontinente

Reservations Supervisor/Airline Instructor

January 1995 - December 2001 (7 years)

Lima, Peru

Supervised airline inbound call center.

Trained and mentored more than 60+ agents

Supported professional growth considering personal interests and airline goals and expectations

Decreased waiting time response by 15% by training staff to answer calls effectively

Created and updated training materials that agents used to improve their customer skills, sales, minimize conflict and guarantee customer satisfaction.

Scheduled quarterly trainings and invite relevant departments to provide feedback to improve company's communications

Trained reservations agents and helped them to master the In-house reservations system.

Created and updated schedules for more than 60+agents with 3 overlapping schedules.

Supported IT's helpdesk and troubleshooted common reservation computer errors in a daily basis.

Created an annual review format that was widely spread and used by Airline managers.

Education

General Assembly

Front-end web development, Information Technology · (2018 - 2019)

Cañada College

Associate's Degree, Human Services, General · (2014 - 2017)

Universidad de San Martín de Porres

Bachelor's Degree, Tourism and Hospitality administration · (2000)