

# CLAUDIA BENAVIDEZ

Albuquerque NM 87121

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## **Professional Experience**

### **2010 - Present: PB&J Family Services Southeast Albuquerque Site and Program Director**

#### Duties and Responsibilities:

- Collaborate with key stakeholders, within PB&J and externally, participate in needs analyses, improve seamless services options, engage in public relations, develop strategies for generating resources and revenues, promote community involvement and respond to related community initiatives.
- Integrate established agency vision and component goals into daily operations; establish and implement short and long-range goals and objectives.
- Manage delivery of Early Childhood Education & Therapeutic Preschool, Community Health Navigation, Home Visiting, Parent Education, and other programs, monitor and evaluate program effectiveness, document and report program outcomes for program evaluation, and recommend program enhancements and /or development to best serve clients.
- Supervise program employees and monitor productivity and job satisfaction; assure compliance with PB&J Code of Conduct and Ethics and PB&J's policies and procedures; enforce HIPAA Privacy Regulations; foster cross-component collaboration; provide employee support and supervision in accordance with supervisory standards; and assist employees with staff development, job-relevant training and/ or educational opportunities in accordance with agency needs, clinical standards and regulatory requirements.
- Prepare and manage budget for Southeast Albuquerque site and programs.
- Promote an environment of mutual trust and respect by demonstrating and encouraging effective communication, promote constructive conflict resolution and facilitate team development and functioning.

### **2008-2010: PB&J Family Services Program Manager**

### **2004–2008: PB&J Family Services Family Intervention Specialist**

## **2005-present: PB&J Programs and Grants Managed and Developed**

### **August 2005- June 2010**

#### **Mas Mamas**

Expanded services of the Mas Mama's group to carry out the mission and goals of the Children's Trust Fund by providing primary and secondary child abuse and neglect prevention services.

### **July 2011-June 2014**

#### **WK Kellogg Foundation Grant**

Opened up the new facility, PB&J Family Services South East Site, developed the new Therapeutic Preschool Site and the Home Base services across the South-East Area of Albuquerque, implemented outreach to community partners to support agency efforts.

### **June 2013-June 2016**

#### **Mas Papa**

Provided support to immigrant fathers through culturally appropriate group support sessions to help prevent child abuse and neglect by improving protective factors and to prepare families to help children succeed developmentally and academically.

### **July 2009-Present**

#### **Pathways to a Healthy Bernalillo County**

Provide program direction to community health navigation program, provide Quality Assurance, monitor information accuracy and timely documentation and reporting, and compliance with HIPAA and UNMH financial requirements. Work with community partners on systematic issues in our city, and advocate with County officials on provision of programs, support and services to our community members.

### **June 2016- Present**

#### **Therapeutic Parenting and Child Development Center**

Oversee the development and success of the newly Intensive Parenting Support Program including 16- week/28 weeks sessions of dyad interaction between parent and child utilizing Attachment Theory and Trauma Informed Care.

## **2001 – 2004: Youth Development Inc., Albuquerque, NM Service Specialist**

- Provided case management services to assigned Head Start / Early Head Start children and their families
- Provided support for teaching staff, revised Performance Standards, and integrated work plan(s) into the daily curriculum and activities in the classroom.
- Completed all required documentation in the children' Head Start / Early Head Start file.
- Participated in the organization, discussion, and writing of the Service Area Work Plan(s) according to the Performance Standards.

- Participated in the recruitment process, including assisting prospective families with the application process.
- Organized and participated in parent meetings.
- Provided resources, training, and assistance to families.
- Provided a smooth transition from Early Head Start to Head Start and from Head Start to the next level of education.
- Ensured that Head Start / Early Head Start parents had the opportunity to develop and implement individualized Family Partnership Agreements that described family goals, responsibilities, timetables and strategies for achieving goals as well as monitoring progress in achieving goals.

**2000 – 2001: Youth Development Inc., Albuquerque, NM  
Teacher Associate**

- Assisted the classroom teacher in planning and implementing a developmentally appropriate program for young children based on early childhood principles, practice, and Head Start philosophy.
- Assisted the classroom teacher in developmental screening and assessment of each child, made relevant referrals to component coordinators, and developed and implemented IEP's.
- Assisted in completion / maintenance of all records and reports, including (but not limited to) meal counts, attendance, in-kind and accident reports.

**1999: Desert Trail Intermediate School, Chaparral, NM  
Long Term Substitute Teacher**

- Selected education materials and planned suitable program activities for students.
- Wrote and executed lesson plans.
- Submitted periodic developmental evaluations of students.
- Kept parents / guardians aware of students' progress.

**1997 – 1999: Y.W.C.A. Las Lomas Child Care, El Paso, TX  
Lead Teacher**

- Selected educational materials and planned program activities suited for designated age groups.
- Wrote and executed lesson plans.
- Prepared materials prior to all activities and worked directly with children in teaching / learning situations which incorporated a bilingual / bicultural program.
- Supervised daily cleaning chores of the center and kept playground safe and free of debris.
- Worked as a team with Early Childhood Teachers and Assistant Teachers to establish developmental objectives for children along with maintaining good parent relations without sacrificing time with the children.

## EDUCATION

**Education Goal:** *obtain Master in Public Health/Social Work degree*

**July 2015 – May 2016** Coursework in Biology and English (Central New Mexico College)

**2014:** Certification, Community Health Worker (NM Department of Health)

**2000:** Certification, Early Childhood Educator (NM Office of Child Development, TVI/CNM)

**2000:** English as a Second Language (TVI/CNM)

**1992:** Bachelor Degree, Mass Media Communication **Diploma:** Licentiate in Communication Sciences, Autonomous University of Chihuahua, Mexico, College of Political and Social Sciences

## TRAININGS COMPLETED

Early Intervention and child development children 0-3

Behavior Management self-regulation and emotional development on children 0-5

Home Visiting

Substance Abuse

Domestic Violence and Family Preservation

Immigration

Motivational Interviewing

Community Health Worker

## ACHIEVEMENTS

**2017 Steelbridge** *Priceless Award*

**2012** Taller Educativo para Jóvenes y Adultos INEA **Consulado de Mexico**

**2011 YWCA** *Woman on the Move Award*

**2008** Became a US Citizen

## REFERENCES

Susannah Burke  
Executive Director, PB&J Family Services

[REDACTED]

Daryl Smith  
Program Manager, UNM, Pathways to a Healthy Bernalillo County

[REDACTED]

Angie Vachio  
Founding Director, PB&J Family Services

[REDACTED]

Anjali Taneja MD MPH  
Executive Director  
Casa de Salud Clinic and VIDA health access project

[REDACTED]