Keisha Washington

Youth Worker

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SKILLS

- **Youth Development**
- **Mentoring**
- **Group Facilitation**
- **Conflict De-escalation**
- **Case Notes**
- **Program Planning**
- **Trauma-Informed Care**
- **Microsoft Excel**
- **Communication**
- **Empathy**

EDUCATION

Bachelor of Arts

05/2025

Towson University

Towson, MD

Sociology

CERTIFICATES

Youth Mental Health First Aid

National Council for Mental Wellbeing

02/2025

Adult and Pediatric First Aid/CPR/AED

American Red Cross

09/2025

SUMMARY

Sociology graduate with 4 years of volunteer mentoring and after-school work in Baltimore, supporting 40+ middle and high school students. Leads group facilitation sessions, uses conflict de-escalation to keep the room calm and writes case notes for program staff. Trained in Youth Mental Health First Aid and ready for a Youth Worker role.

EXPERIENCE

Youth Mentor (Volunteer) 09/2023 - Present

Harbor City Mentoring Partners — Baltimore, MD

One-to-one and group mentoring program for teens in East Baltimore.

- Mentor **3** high school students through weekly meetings, and all 3 are on track to graduate.
- Facilitate monthly group workshops on study skills and job readiness for 15-20 teens.
- Document case notes in Microsoft Excel after every session, keeping grant reporting records 100% current.
- Collaborated with 2 school counselors on attendance goals that cut one mentee's absences by 60%.

After-School Program Volunteer 09/2022 - 08/2023

Patterson Park Youth Center — Baltimore, MD

After-school homework and recreation program for 60 students ages 10-14.

- Guided 12 students a day through homework help, raising average math quiz scores by 15%.
- Resolved 30+ student conflicts through conflict de-escalation, with no fights recorded on those shifts.
- Planned 8 weekend program trips to museums and parks for groups of 20.
- Monitored the gym and game room for 40 students during free time under center safety rules.