

Darnell Hayes

Youth Care Worker

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SUMMARY

Youth Care Worker with almost 5 years in residential treatment and shelter care for youth ages 10-17 with trauma and behavioral health needs. Provides behavior management and trauma-informed care on a 12-bed unit, writes clear incident reports, and handles every crisis with empathy and calm. Comfortable with Microsoft Excel, Word and Outlook.

SKILLS

- Behavior Management
- Trauma-Informed Care
- Crisis De-escalation
- Medication Administration
- Incident Reports
- Life Skills Training
- Microsoft Excel
- Microsoft Word
- Outlook
- Empathy

EXPERIENCE

Youth Care Worker
Blue River Children's Campus
Licensed residential treatment center with four 12-bed units for youth in foster care.

- Oversee 12 residents per shift through school prep, meals, chores, recreation and bedtime routines.
- Apply behavior management and crisis de-escalation steps, cutting physical restraints on the unit by 35% in 2025.
- Administer scheduled medications to up to 8 youth per shift under state medication administration rules, with zero errors.
- Lead life skills training on cooking, laundry and budgeting for youth preparing to step down to foster homes.

03/2023 - Present
Kansas City, MO

Residential Aide
Northland Youth Shelter
24-hour emergency shelter for 16 youth ages 10-17.

- Monitored 16 youth on overnight and weekend shifts, completing room checks every 15 minutes.
- Wrote incident reports and daily notes in Microsoft Word templates for the clinical team.
- Tracked chore points and allowance in Microsoft Excel for all 16 residents each week.
- Drove youth to school, court and medical appointments, about 40 trips a month.

01/2022 - 02/2023
Gladstone, MO

EDUCATION

Bachelor of Science
University of Missouri-Kansas City
Psychology

12/2021
Kansas City, MO

CERTIFICATES

Therapeutic Crisis Intervention (TCI)
Cornell University
04/2023

CPR and First Aid
American Heart Association
03/2025