

Pamela Bolden

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Willing to relocate: Anywhere

Work Experience

Mental Health Associate/ Lifebridge Healthcare

Grace Medical Center | 2401 West Belvedere Ave

May 2026 to Present

Mental Health Associate

- Manage a caseload of seven individuals, providing ongoing support and monitoring of their progress.
- Develop, implement, and monitor individualized treatment plans and goals to promote client stability and independence.
- Conduct regular home visits and one-on-one sessions to assess client needs, discuss goals, address concerns, and provide supportive counseling.
- Observe and monitor medication administration times to ensure compliance and identify any concerns or changes in behavior.
- Coordinate with interdisciplinary teams, healthcare providers, community resources, and other departments to ensure clients receive comprehensive and appropriate services.
- Advocate for clients by connecting them with needed resources and supports.
- Maintain accurate, timely, and detailed documentation of client interactions, treatment progress, observations, and service interventions in compliance with agency and regulatory requirements.
- Monitor client well-being and communicate significant changes, concerns, or achievements to relevant team members.

Professional Summary

As a Mental Health Associate, I manage a caseload of seven individuals, providing person-centered support through treatment planning, goal development, home visits, and one-on-one sessions. I collaborate with multidisciplinary teams to ensure clients' physical, mental health, and social service needs are met while monitoring medication adherence and maintaining thorough documentation. My role focuses on promoting client independence, well-being, and progress toward individualized treatment goals.

Residential Operations Manager

Athelas Institute | Howard County, MD

May 2024 to May 2026

Keeping up with current trainings for myself as well as my staff

Payroll in ADP

Completing all monthly paperwork on time

Meeting all timelines for assignments

Attending all required meetings

Completing and signing off on all money request for the clients as well as the units

Managing nine units and over 50 staff

Direct Support Professional

Destiny group home | Baltimore, MD

December 2023 to April 2024

Caring for school age children
Completing required trainings
Completing required documentation
Cleaning the house daily
Planning and doing activities at home and in the community

DSP (Direct Support Professional)

Omega Home Care | Baltimore, MD

April 2023 to October 2023

Giving community support to developmentally disabled clients
Job readiness and resume building
Taking clients out into the community daily to find employment and personal errands

CNA - Certified Nursing Assistant

FCP Live-In | Stratford, CT

August 2022 to October 2022

- Served meals
- Aided clients with personal hygiene
- Provided patients/residents with care and companionship
- Live in clients home
- Light housekeeping
- Collaborates with family daily on clients care plan

Patient Care Technician

DAVITA DIALYSIS KIDNEY CARE | Aberdeen, MD

August 2021 to February 2022

Completing required training
Setting up dialysis machines for patient treatment
Giving patients correct prescription
Assuring patients comfort during treatment
Completing all forms on computer before, during, and after treatment

Medication Technician

PrimeCare Medical Inc. | Bel Air, MD

May 2020 to August 2021

Medicates inmates twice daily
Keep med carts clean and medications up to date
Turn in all paperwork
Complete suicide watches according to detention center and company guidelines

Direct Care Professional

The Arc Northern Chesapeake Region | Aberdeen, MD

November 2019 to April 2020

Caring for the developmentally disabled

Giving out meds

Caring for the hygiene of the individual

Taking them on doctor appointments

Bus driver full time

RMA | Rockville, MD

January 2019 to November 2019

Driving transit bus

performing pre and post trips on bus

picking up passengers and dropping them off at their destination

completing all required training

Shuttle Bus Driver

Taylor Made Transportation | Baltimore, MD

September 2018 to December 2018

Transporting Morgan State University students to and from dorms

performing pre and post trips on the vehicles daily

completing all required trainings

completing all paperwork

School bus driver

RELIABLE TRANSPORTATION | Baltimore County, MD

June 2018 to September 2018

Driving students to and from school

Completing all required training

Completing all required paperwork

Pre and post trip on vehicles

Self Contained Unit Driver

AMERICAN RED CROSS

February 2017 to August 2018

Driving blood drive equipment to and from blood drives

Processing and shipping whole blood and blood products

Completing paperwork

Collecting blood from donors

Setting up and breaking down equipment for blood drive

Paratransit driver
THRIFTY TRANSPORTATION

February 2017 to August 2018

Driving elderly and disabled customers to and from appointments
Completing pre trips on all vehicles before taking them off the lot
Completing all required paperwork
Completing all required trainings

Motor Coach Operator
Greyhound | Baltimore, MD

April 2018 to May 2018

transporting customers to and from destinations in different states
completing all required training
completing all required paperwork
pre and post trip on vehicles

School bus driver
DURHAM SCHOOL SERVICES

September 2016 to February 2017

Driving special needs kids to and from school
Completing all required paperwork
Completing all required trainings
Completing pre trips on school bus before leaving the lot

JOB COACH/DSP/House Manager
National Center on Institutions and Alternatives | Baltimore, MD
February 2008 to June 2016

Monitor and record clients' progress to ensure that goals and objectives are met
Confer with clients to discuss their options and goals so that rehabilitation programs and plans for needed services can be developed
Locate barriers to client employment, such as inaccessible work sites, inflexible transportation problems, and work with clients to develop strategies for overcoming these barriers.
Transport clients to and from work sites

DRIVER
BROADWAY SERVICES

October 2015 to May 2016

Pick up and ensure I have the right packages to be delivered
Deliver patients meds
Pick up meds from pharmacy to be delivered to patients

Education

Social Work (Bachelor's degree)
University of Phoenix-Online Campus | Remote
May 2025 to Present

Social Work (Some college)
University of Phoenix-Online Campus

High school diploma

WALBROOK HIGH SCHOOL | Baltimore, MD

September 1990 to June 1993

Skills

Laundry Special education Management Communication skills Maintaining patient confidentiality Senior care Treatment plan development Clean workspace maintenance Filing Personal Care Customer inquiry handling Research Memory care Healthcare staff management Operations coordination First aid Regulatory compliance Hoyer lift Cooking Program management Staff Supervisor Medical Records Regulatory reporting Public speaking Crisis intervention Employee evaluation Healthcare management Working with individuals with developmental disabilities Word processing Medication Administration Cross-functional communication Personal transportation assistance Direct support Customer service Staff scheduling Care plans Community engagement Blood sampling Achieving HIPAA compliance Conflict management Childcare Aging issues counseling Document management Administrative experience Social service program staff supervision GPS Nursing Report writing Attention to detail Staffing management Incident management Experience with individuals with neurodevelopmental disorders Public relations Team supervision Confidential information handling Passenger pickup and drop-off Staff supervision Group home Geriatrics Quality assurance within healthcare Google Suite Productivity software Corrections facility medical clinic Paratransit Home Care Operations management Nonprofit management Marketing Working with individuals with cognitive disabilities Transporting special needs passengers Organizational skills Task prioritization Writing skills Medicare Shuttle Driving Incident management operations support Pediatrics Quality control Working with individuals with chronic illnesses Dialysis Experience fast learner Care planning in social services Excel Long-term care regulations Power point Decision making Mental health resources facilitation Patient Care Document management systems Providing care for clients Typing Intellectual disabilities support Event planning Leadership Infection Control Training Working with geriatric patients Driver Van driving Home health Staff training Vital Signs Adults Inventory management Team development Program development Complaint handling Applied behavior analysis RBT 40 hour course completed Tube feeding Microsoft Excel Safety plans Critical thinking Hospice Care Computer networking Recruiting Behavioral therapy Clerical experience Teaching Team scheduling Load & unload Patient transport Meal Preparation Analysis skills Security Team management Hospital experience Windows Documentation review Crisis management Medical Terminology Strategic planning Environmental services Managing patient records Working with individuals with intellectual disabilities Adults with developmental disabilities Risk management Manufacturing Trauma-sensitive practices Client follow-up Skilled nursing facility Working with people with disabilities Substance abuse Other (software program) Working with people with developmental disabilities Phone etiquette Contracts Computer skills Working with children with disabilities Mental health assessments Supervising Experience Assisting with ADLs Data collection Delivery Driver Experience Mobile devices Patient interaction Internal audits Assisted living Negotiation Drivers Time management Experience with children Mental health services Regulatory inspections Microsoft Outlook Mental health support Computer operation Laboratory

experience Compliance audits & assessments Developmental Disabilities Experience Delegation
Working with individuals with mental health conditions Computer literacy Developmental disability
care assistance Interviewing Blood banking Healthcare compliance Microsoft Office Psychiatric
care OSHA Caregiving Specimen collection / processing Behavioral health Patient monitoring
Mentoring Senior leadership Patient observation Crisis intervention counseling Teamwork
Training & development Dementia Care Meeting facilitation Record keeping Discharge planning
Case management Google Docs Harm reduction Inpatient Behavior management Direct Care
Medical office experience Machine learning Budgeting Cashiering Microsoft Word Working with
individuals with substance use disorders

Certifications and Licenses

Supervisor Boot Camp

A certificate of completed supervisor boot camp training

CPR Certification

Non-CDL Class C

First Aid Certification

Driver's License

AHA Certification

Certified Medication Technician

February 2008 to December 2026

CPR/BLS/First Aid

November 2023 to November 2025

Dialysis technician

March 2022 to December 2024

CNA

March 2022 to December 2024

DOT Medical Card

October 2022 to October 2024

Basic First Aid certificate

Basic First Aid certificate, Any valid issuer for CA

AED Certification

BLS Certification

State Tested Nursing Assistant

Heartsaver Certification

Additional Information

Authorized to work in the US for any employer

SKILLS & ABILITIES

1. Active listening
2. Customer and personal service
3. Monitoring
4. Writing
5. Time management
6. BLS CPR and First Aid certified
7. Documentation
8. DOT Certified