



**Mental Health Warmline Specialist**

The **Pro Bono Counseling Project** is seeking a full-time Mental Health Warmline Specialist to provide clinical support services to Marylanders through a newly created warm line, developed in partnership with the 211 Maryland United Way Helpline program.

This is a temporary, remote position that requires an LCSW-C, LCPC, or LMFT license (other advanced mental health licenses may be considered). The term of employment is expected to be approximately 3 months.

The ideal candidate will have a proven ability to work in a fast-paced environment, have a high level of attention to detail, be familiar with mental health assessment and the DSM-5, be comfortable with using technology to work remotely (including phone skills, video conferencing, and Microsoft Suite), be comfortable with program evaluation and monitoring outcomes data, be experienced in working with individuals from a diversity of cultural backgrounds, be committed to maintaining confidentiality, and approach their work through a social justice lens. Bilingual is a plus.

**About the Pro Bono Counseling Project**

The Pro Bono Counseling Project (PBCP) is a 29-year-old non-profit organization that provides access to mental health counseling to Marylanders with limited resources through a network of 800 licensed, volunteer mental health providers. Ever year over 3,000 Marylanders receive nearly 10,000 hours of free professional counseling from PBCP volunteers.

**About the Mental Health Warmline**

The United Way of Central Maryland is providing PBCP funding to create a mental health warmline to support Marylanders who are experiencing mental health impacts related to the COVID-19 pandemic. The warmline is intended to offer brief support and referral services to callers.

**Qualifications**

We are seeking candidates with clinical licensure (LCSW-C, LCPC, LMFT) who are able to learn quickly, rapidly build rapport with clients and referral sources through the telephone, demonstrate empathy, use assessment skills to make sound clinical judgment, refer appropriately, and monitor and evaluate program outcomes and efficacy.

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## **Job Responsibilities**

- Manage Mental Health Warmline program;
- Answer warmline calls, both direct and transferred from 211 Community Resource Specialists, and provide brief interventions such as reflective listening, psychoeducation, and stress management skills development;
- Conduct assessments with warmline callers, and provide resources as well as direct referrals to selected agencies;
- Provide psychoeducation about mental health counseling and the PBCP referral process, and conduct telephone interviews (using active listening skills and asking appropriate follow up questions) to assess client eligibility for PBCP services;
- Conduct clinical services in a sensitive and culturally and linguistically appropriate manner (using telephonic interpretation to effectively communicate with callers who are Limited English Proficient);
- Document clinical interactions in case management database with a high level of accuracy;
- Assess and report on program outcomes such as call volume, reasons for calling, referral sources, and interventions provided;
- Assess and report on program efficacy using quantitative and qualitative data
- Other duties as assigned;
- Provide all services in consultation with, and under the supervision of, the Clinical Director.

## **Compensation**

Compensation is competitive and commensurate with experience. Compensation includes a generous leave policy and participation in medical, dental, and vision insurance plan. If employment extends beyond three months employee will be able to participate in organization's retirement plan which includes 3% match.

## **Other Considerations**

Due to confidential and clinical nature of this position, the incumbent must have access to a dedicated, quiet, and professional work setting appropriate for both video and audio consultations.

## **How to Apply**

Please send a cover letter and resume to Sherri Bloom, LCSW-C, Clinical Director at [Sherri@ProBonoCounseling.org](mailto:Sherri@ProBonoCounseling.org).