



Mental Health Warmline Associate Night/Weekend Shifts

The **Pro Bono Counseling Project** is seeking a part-time Mental Health Warmline Associate to provide telephonic clinical support services to Marylanders during evening and weekend hours. This role may be filled by one or two individuals, depending on scheduling and availability.

Shifts to be filled through this posting include weekdays from 6:00 PM-8:00 PM and weekends from 10:00 AM-6:00 PM. It is expected that the candidate will be available to work at least 2-3 weeknights and one weekend shift per week.

This is a remote position that requires experience in the mental health field. The preferred candidate will have an LBSW, LMSW, LGPC, or LMFT license (other advanced mental health licenses may be considered, and graduate students enrolled in counseling programs will be considered). The project has funding through March 2022. The continuance of this project beyond March 2022 is contingent upon further funding.

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 is a 30-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. Every year over 3,000 Marylanders receive over 16,000 hours of free professional counseling from PBCP volunteers.

About the Mental Health Warmline

The mental health warmline was created 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 mental health experience (candidates with an LBSW, LMSW, LGPC, LMFT license or other advanced mental health licenses preferred; graduate students enrolled in counseling programs will be considered) 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. Other licensure levels will be considered, including students in mental health degree training programs who have experience with counseling hotline services. Evening and weekend availability is required.

Job Responsibilities

- Answer warmline calls and provide brief interventions such as reflective listening, psychoeducation, and stress management skills development during weekend and evening hours;
- 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, responsive, 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;
- In collaboration with the Mental Health Warmline Manager, evaluate and report on program outcomes;
- In collaboration with the Mental Health Warmline Manager, assess and report on program efficacy using quantitative and qualitative data;
- Assist the clinical team in completing other programmatic tasks (for example, sending clinical presentations to clinicians via email);
- Other duties as assigned;
- Provide all services in consultation with, and under the supervision of, the Mental Health Warmline Manager.

Compensation

This is a part-time, hourly position that pays \$25 an hour. Additional benefits are available contingent upon average weekly hours worked.

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 stating why you are interested in this position and resume to Elizabeth Stoner, LCSW-C, Mental Health WARMLine Manager at Estoner@ProBonoCounseling.org.