

### **Bilingual Outreach Associate (Hybrid)**

Pro Bono Counseling is seeking a full-time bilingual (Spanish/English) Outreach Associate to facilitate outreach promotion of Pro Bono Counseling services and assist in the recruitment and retention of volunteer mental health providers.

The ideal candidate will have a high level of attention to detail, be comfortable with using technology to work remotely (including phone skills, video conferencing, and Microsoft Suite), be experienced in working with individuals from diverse cultural backgrounds, be committed to maintaining confidentiality, and approach their work through a social justice lens.

This is a hybrid position. Candidates must live within reasonable commuting distance of central Maryland. Day to day work may be performed from home or from an office in Baltimore City, and the incumbent will be expected to participate in in-person outreach, networking, and recruitment events. Most of the core functions of this position are fulfilled during the Monday through Friday daytime workweek with some outreach activities occurring during evenings/weekends.

#### **About Pro Bono Counseling**

Pro Bono Counseling is a 32-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 PBC volunteers.

#### **Qualifications**

We are seeking candidates with mental health and/or community outreach experience who can learn quickly, rapidly build rapport with potential volunteers and referral sources through outreach/networking events and meetings (in-person, telephone-based, and virtual) and monitor and evaluate program outcomes and efficacy. Preference will be given to candidates who are bilingual in Spanish and English.

#### **Job Responsibilities**

- Facilitate outreach to promote Pro Bono Counseling services including participation in service coalitions, attending professional networking events, and tabling at outreach events. Activities may be virtual or in person
- Identify clinicians and group practices to target for volunteer recruitment
- Follow up with potential volunteer clinicians who have attended PBC events
- Send thank you cards for volunteer anniversaries
- Perform administrative tasks related to volunteer enrollment
- Conduct quality control for volunteer clinician database including identifying and addressing record omissions, lapsed licensures and liability insurance, and current contact information
- Other duties as assigned
- Provide all services in consultation with, and under the supervision of, the Outreach Manager

#### **Compensation**

This position pays between \$24-\$26 an hour. Additional benefits are available contingent upon average weekly hours worked.

**Other Considerations**

If choosing to work from home the incumbent must have access to a dedicated, quiet, and professional work setting appropriate for video and audio consultations. The incumbent must possess a valid driver's license and have regular access to a vehicle for participation in outreach activities.

**How to Apply**

Please send a cover letter stating why you are interested in this position and your resume to Yolonda Nelson-Swain, Outreach Manager at [yswain@probonocounseling.org](mailto:yswain@probonocounseling.org).