

Bilingual Mental Health WARMLine Associate (Remote) Daytime Shift

Pro Bono Counseling is seeking a remote full-time Bilingual Mental Health WARMLine Associate to provide telephonic clinical support services to Marylanders for a total of 40 hours per week.

The preferred hours for the position would be 11:00AM-7:00PM EST, however, candidates who are able to work 10:00AM-6:00PM EST will also be considered. Pro Bono Counseling's WARMLine hours on weekdays are from 10:00AM-8:00PM.

This is a remote position that requires experience in the mental health field, specifically in providing counseling. The preferred candidate will have a minimum of LBSW, LMSW, LGPC, or LMFT license (those with other advanced mental health licenses and graduate students enrolled in counseling programs will be considered).

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-TR, 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. Candidates are required to be fluent in Spanish and English.

About Pro Bono Counseling

Pro Bono Counseling (PBC) is a 33-year-old non-profit organization that provides access to mental health counseling to Marylanders with limited resources through a network of 900 licensed, volunteer mental health providers. Every year more than 3,000 Marylanders receive over 16,000 hours of free professional counseling from PBC volunteers.

About the Mental Health WARMLine

The Mental Health WARMLine was created to support Marylanders who are experiencing mental health concerns related to stress, anxiety, sadness, and life transitions. 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. Candidates are required to be fluent in Spanish and English.

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 PBC referral process, and conduct telephone interviews (using active listening skills and asking appropriate follow up questions) to assess client eligibility for PBC 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;
- 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 position pays between \$60,000-\$66,500 a year. Additional benefits for employees include medical insurance, dental/vision insurance, an FSA, basic life insurance/AD&D, EAP, a simple IRA with 3% match, as well as a generous leave package.

Other Considerations

Due to the 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, your resume, and three professional references to Elizabeth Stoner, LCSW-C, Mental Health WARMLine Manager at Estoner@ProBonoCounseling.org.