

## **Bilingual Mental Health Warmline Associate (Remote, Full-Time)**

**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 10:00 AM-6:00 PM EST will also be considered. Pro Bono Counseling's WARMLine hours on weekdays are from 10:00 AM-8:00 PM.

### **About the Pro Bono Counseling 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. This position reports to the WARMLine Director.

### **Qualifications**

- Mental health counseling experience (graduate degree required; candidates with an LBSW, LMSW, LGPC, LMFT license or other advanced mental health licenses preferred; graduate students enrolled in counseling programs will be considered)
- Be comfortable with using technology to work remotely (including phone skills, video conferencing, and Microsoft Suite)
- Must have access to a dedicated, quiet, and professional work setting appropriate for both video and audio consultations
- 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;
- 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;

### **Compensation**

This position pays between \$60,000-\$66,500 a year. Additional benefits for employees include medical insurance, dental/vision insurance, FSA, DCA, basic life insurance/AD&D, EAP, a simple IRA with 3% match, as well as a generous leave package.

### **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](mailto:Estoner@ProBonoCounseling.org).