



## Bilingual Information and Referral Specialist I or II

**Classification:** Non-Exempt

**Reports to:** Call Center Manager

**Wage Range:** \$30,000 to \$33,000

**Status:** Full-Time

**About HMHB:** Healthy Mothers, Healthy Babies Coalition of Georgia's mission is to improve maternal and infant health through advocacy, education, and access to vital resources. Our vision is that every mother and child in Georgia will have access to resources for a healthier life. Learn more about HMHB by visiting us online at: [www.hmhbga.org](http://www.hmhbga.org).

**Overview:** Healthy Mothers, Healthy Babies Coalition of Georgia (HMHB) seeks a qualified applicant for the Full-time position of Bilingual Information and Referral Specialist to work with our Call Center team. We are looking for a dynamic professional to join our team and support our mission-driven activities.

### Qualifications

- Bachelor's Degree in Human/Social Services, Social Work, Psychology/ Counseling, or Public Health.
- One-year experience in information and referral systems or office setting.
- Fluency in English (Written and Spoken).
- Excellent written and verbal communication skills.
- Ability to handle complex calls and situations.
- Highly resourceful team player with the ability to also be extremely effective and independent.
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of service and response.
- Knowledge of Georgia Mental Health services.
- Previous experience with healthcare databases and casework tracking.
- Ability to act as client advocate in order to coordinate required services or to resolve emergency problems in crisis situations.



**Preferred Qualifications:**

- Ability to type 30 words per minute.
- Experience with computer systems, data entry, and word processing.
- One-year experience working in a Human Services agency.
- Knowledge of community resources in Georgia.
- Experience working with supportive counseling in domestic violence, 911, or crisis intervention/hotline.

**Responsibilities:**

1. Handles inbound and outbound consumer calls for contracted services for multiple lines of business in the Call Center.
2. Document all aspects of client interaction in customized computer database.
3. Complete follow-up calls to clients as assigned.
4. Work with Call Center Team to achieve goals outlined in the organization's Strategic Plan.
5. Develop and maintain knowledge of health care and public health services, community resources, and relevant policy issues.
6. General office duties as assigned, such as word processing, mailing, and maintaining the office systems and environment.
7. Provide excellent customer service in every interaction.
8. Engage in ongoing professional development activities.

**Benefits:**

Full-time employees are eligible for enrollment in employer-sponsored (80%) health, dental and vision as well as a SIMPLE IRA retirement savings plan with employer match. Employee benefits also include ongoing professional development trainings, remote work opportunities, and the ability to work alongside a dynamic team focused on improving maternal and infant health for all Georgia families.

**To Apply:** Please email your current resume or CV, a cover letter expressing your interest (body of email is fine), and two references who can speak to the qualifications listed above, to Shamonica McGill at [Shamonica.mcgill@hmhbga.org](mailto:Shamonica.mcgill@hmhbga.org). Please, no phone calls.



Healthy Mothers, Healthy Babies Coalition of Georgia is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.