

Vacancies for various post at iCALL Psychosocial Helpline, TISS

About iCALL Psychosocial Helpline: iCALL Psychosocial Helpline; is a field action project of the School of Human Ecology at the Tata Institute of Social Sciences Mumbai, established in September 2012 with the objective of providing counselling, support, information and referral to individuals in emotional and psychological distress, over the telephone, email and chat. The helpline currently runs six days a week, from Monday to Saturday, from 8 AM to 10 PM.

Apart from service provision, iCALL engages in various research, capacity building and outreach projects independently and in partnership with State Governments and NGOs across the country to create awareness around mental health and cater to the psychosocial needs of the community. Currently, iCALL is recruiting for a counsellor plus trainer post.

No	Name of the post	No of vacancies	Duration of the employment	Remuneration
1	Counselor cum Trainer	1	12 Months	Rs. 35,000 - 40,000/-
2	Content Creator	1	12 Months	Rs. 50,000 - 60,000/-

1. POST OF COUNSELOR CUM TRAINER

Job Profile:

The candidate shall report directly to the Programme Officers and Programme Associate and shall be responsible for the following:

- Answering calls to provide counselling services.
- Maintaining records, and monthly reports of the calls attended on the helpline service.
- Collaborate with the team members as well as Supervisors for various tasks related to the helpline calls.
- To develop training materials, modules, and resources and implement wellness programmes/ workshops and webinars
- Deliver talks, training, and presentations as per the requirements

Selected candidates will have to undergo rigorous training before they start attending actual calls. They will be closely monitored and observed during this period.

Desirous candidates should:

- Possess a Master's Degree in Counselling / Clinical psychology or allied sciences from a UGC-recognized University.
- Prior experience of at least 2 years in counselling preferably with a similar setting.
- Should be able to offer professional counselling services in English, Hindi and one regional language
- Be skilled in the use of computers for documentation and data analysis.
- Be willing to work in shifts on a rotational basis.
- Comfortable to work on Saturdays and Sundays. Weekly holidays will be mutually decided.
- Be willing to commit for at least 2 years, and this will be extended depending on the performance

2. POST OF CONTENT CREATOR

JOB PROFILE:

The candidate shall report directly to the Project Leader, Programme Associate, and the Programme Officers at iCALL, and shall be responsible for the following:

- Prepare content creation plan for various occasions
- Develop user-friendly content for mental health awareness
- Actively work on articles, social media posts, flyers, and video scripts for the websites
- Assist with proofreading and editing knowledge products developed by iCALL
- Translate content in Hindi
- Coordinate with other teammates and vendors to design and publish content

DESIROUS CANDIDATE SHOULD:

- Possess a full-time Master's Degree in Humanities or allied sciences from a UGC-recognized University.
- Should have a thorough knowledge of Mental Health and Psychosocial well-being of children, young people, families, and communities., prior experience will be preferable.
- Should possess excellent academic writing skills in English.
- Ability to translate content into accessible and engaging content.
- Excellent organizational and time management skills with the ability

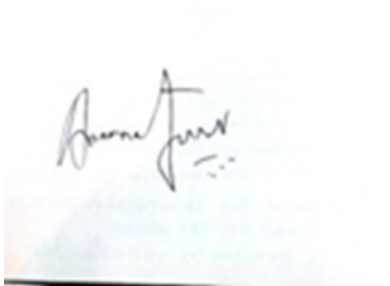
to meet deadlines in a fast-paced environment.

- Should work independently and assist others if required.

Desirous candidates may send their résumé to icallhelpline@gmail.com before 10/10/2024 with the subject line Application for the post of _____, please mention the name of the position you are applying for in the subject line. Late applications shall not be entertained. Shortlisted candidates will be called for an online interview.

For inquiries, contact:

icallhelpline@gmail.com

A handwritten signature in black ink, appearing to read "Anurag Jaiswal", is written on a light blue background.

Programme Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Science