

Multiple Vacancies at iCALL Psychosocial Helpline, TISS

About TISS: The Tata Institute of Social Sciences (TISS) was established in 1936 and is a deemed university fully funded by the University Grants Commission, Government of India. TISS offers over 50 Master's Degree programs from Mumbai, Tuljapur, Guwahati, and Hyderabad Campuses. Masters' programs are offered in a range of socially relevant interdisciplinary areas of Social Work, Social Sciences, Health, Management, Labour Studies, and Habitat Studies. TISS is a research university with M. Phil. and Ph. D. programs, and basic and applied research in a range of areas. A high degree of freedom and autonomy shapes the positive work ethos and creativity in the Institute facilitating strong linkages between education, research, field action, and dissemination. The Institute provides significant space and resources for basic and policy research; and has research collaboration with some of the best universities and institutions across all continents. TISS offers a very challenging but fulfilling academic environment and the opportunity to scholars committed to creating a just society through education, generation of knowledge, and field action, and invites interested scholars in Social Sciences and allied disciplines located within and outside India to apply for faculty positions in its schools and centres'.

About iCALL Psychosocial Helpline: iCALL Psychosocial Helpline; a field action project of the School of Human Ecology at the Tata Institute of Social Sciences Mumbai, provides counseling, 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 the following positions :

1. Senior Counsellor

Name of the post	Senior Counsellor
Number of Vacancies	4
Duration of the employment	Training Period of 3 months + 12 months based on performance
Remuneration	Rs. 34,000 - 37,000/- per month ● After successful completion of the Training period (subjected to satisfactory performance) – Rs. 35,000 - Rs. 40,000 Per Month ● Annual Increment – 10%
Variable pay	Upto 15,000 Self-care allowance per annum and mediclaim.

Job Profile:

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

- Answering calls and emails, maintaining records, monthly reports of the calls and emails attended on the helpline
- Monitoring and guiding the other counsellor's work at iCALL
- Daily reviewing emails and sharing feedback
- Assisting with monthly data of calls and emails
- Design training modules and workshops for academic, government, and corporate institutions when required
- Deliver talks, conduct training, and workshops on topics related to counseling, mental health, and psychosocial well-being when required
- Write newsletters, fliers, blogs, and articles to help sensitize laypeople regarding mental health
- Develop case studies, research papers, and other works of academic writing on iCALL's work when required

Desirous Candidates Must:

- Possess a Master's Degree in Counselling or Clinical Psychology
- Have counselling experience for a minimum of 2-3 years
- Proficiency in spoken English and Hindi is required, along with strong writing skills in English. Additionally, fluency in any other Indian regional language will be considered an asset
- Possess expertise or basic understanding of utilizing computer applications such as Excel, Word, and PowerPoint for documentation, data analysis, and counselling
- Be willing to commit for at least a year
- Have sound knowledge of therapeutic process skills and psychotherapy
- Be willing to work in shifts on a weekly rotational basis
- Be willing to travel within Mumbai and to different parts of the country to conduct outreach, training, and workshops when required

2. Data Analysis Officer - Part-time

Name of the post	Data Analysis Officer
Number of Vacancies	1 (part-time basis)
Duration of the employment	12 months
Remuneration	Rs. 30,000/- per month
Variable pay	Upto Rs. 8,000/- Self-care allowance per annum and mediclaim.

Job Profile:

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

- Team coordination, data compilation, and analysis
- Assistance in report writing
- Creating a training calendar for the team
- Planning, and coordinating with internal and external stakeholders
- Managing logistics for carrying out online as well as offline training and workshops
- **Desirous Candidates Must:**
- Possess a Master's Degree in Counselling or Clinical Psychology
- Have counselling experience for a minimum of 2-3 years
- Proficiency in spoken English
- Possess expertise or basic understanding of utilizing computer applications such as Excel, Word, and PowerPoint for documentation, and data analysis
- Be willing to commit for at least a year
- Have sound knowledge of therapeutic process skills and psychotherapy

3. Email Counsellor – Part-time

Name of the post	Email Counsellor
Number of Vacancies	14 (Part-time basis)

Duration of the employment	12 months
Remuneration	Rs. 19,000/- per month
Variable pay	Upto Rs. 8,000/- Self-care allowance per annum and mediclaim.

Job Profile:

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

- Offer email-based counselling along with a team of Counsellors
- Address diverse issues related to academics, career, interpersonal relationships, suicide and self-harm, gender-based violence, gender and sexuality from a psychosocial perspective
- Document and maintain monthly records of emails addressed during the month
- Coordinate with senior team members for supervision and feedback regularly

Selected candidates will have to undergo a brief training before they start addressing emails. Addressing emails will be a supervised activity whereby an opportunity to learn and upgrade their skills.

Desirous Candidates Must:

- Possess a Master's Degree in Counselling or Clinical Psychology
- Have experience of academic and therapeutic writing
- Be willing to devote 24 hours in a week and be available specifically on Saturday.
- Good writing skills in both Hindi and English and preferably 1 more regional language
- Be skilled in the use of computers for documentation, data analysis and email-based counselling
- Be willing to commit for at least 1 year
- Have sound knowledge of therapeutic process skills and psychotherapy

4. Team-lead Helpline

Name of the post	Team-lead Helpline
Number of Vacancies	3
Duration of the employment	12 months
Remuneration	Rs. 45,000 per month
Variable pay	Upto Rs. 8,000/- Self-care allowance per annum and mediclaim.

Job Profile:

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

- Oversee the day-to-day operations of the helpline setup
- Delegate and monitor the tasks of the team members
- Preparing the roster for the team
- Helping the team with their KRA analysis
- Coordination with the team-mates for effective time-management and planning
- Assistance for strategizing the helpline mechanism

Desirous Candidates Must:

- Possess a Master's Degree in Counselling or Industrial Psychology
- Prior experience of team management
- Comfortable working in a team setup along with time flexibility
- Be willing to commit for at least 1 year

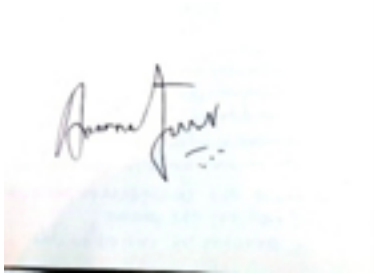
Desirous candidates may send their résumé to **icallhelpline@gmail.com** before **6/12/2024** with the subject line **Application for the post of (specify the post) – Nov 2024**. Please mention the name of the position you are applying for in the subject line. Late applications shall not be entertained. Shortlisted candidates will be called for an in-person interview. For inquiries, contact: icallhelpline@gmail.com

or inquiries, contact;

Date: 27th Nov 2024

Advertisement No: 4icall/11/2024/03

icallhelpline@gmail.com

A handwritten signature in black ink, appearing to read 'Aruna J...', is written on a light blue background. The signature is cursive and stylized.

Programme Director
iCALL Psychosocial Helpline