

Vacancy for the post of counsellor cum trainer 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.

1. Vacancy for the post of counsellor cum trainer at iCALL Psychosocial Helpline, TISS

Name of the Post	Counsellor cum trainer
No of Posts	02
Last date of Application	18/08/2024
Remuneration	35,000 – 40,000 per month
Duration	12 months

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.

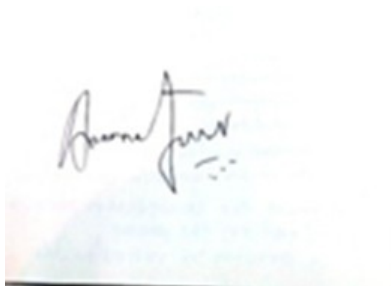
Desirous candidates should:

- 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

Desirous candidates may send their résumé to icallhelpline@gmail.com before 18/08/2024 with the subject line Application for the post of Counselor cum trainer. 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