

### Vacancies for the multiple posts at iCALL Psychosocial Helpline, TISS

**About iCALL:** iCALL is a Field Action Project of the School of Human Ecology, Tata Institute of Social sciences. iCALL was established in September 2012 with the objective of providing accessible, affordable and quality counseling services to individuals in distress; particularly those who belong to marginalized communities. iCALL is a national-level telephonic and email-based facility that offers free counseling services to individuals in distress across the lifespan. This multilingual, free and confidential service is run by trained professionals who provide information, emotional support, therapeutic services and referral linkages.

Apart from service provision, iCALL also conducts research, capacity enhancement and awareness generation activities in the area of mental health in collaboration with State Governments, civil society organizations and international organizations such as UNOs.

iCALL is currently recruiting for the following positions for a project addressing issues of gender-based violence through capacity enhancement, research and content creation.

No	Name of the post	No of vacancies	Duration of the employment	Remuneration
1	Programme Officer	1	8 Months	Rs.42,000 to 45,000 - per month
2	Helpline Supervisor	1	8 Months	Rs. 40,000 to 43,000/- per month
3	Senior Counselor	1	8 Months	Rs. 34,000 - 37,000/- per month

Detailed information about the profiles:

## 1. **Post of Programme Officer**

### **Job Profile:**

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

- Active involvement in the strategizing and implementations of the iCALL services
- Overseeing partnerships and take initiatives as per the activities involved
- Conducting training sessions with multiple stakeholders
- Working with the TISS Administration for paperwork, joining formalities, transfer of payments and funds
- Overseeing social media communications and developing content for communications and publicity of iCALL's work
- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project
- Strategizing and planning interventions for well-being and burnout prevention within the team
- Data analysis and report writing
- Assisting in the interview process for the various positions.
- Conducting regular team meetings, supervision session
- Offering counselling services as and when required

### **Desirous candidates should:**

- Possess a full-time Master's Degree in Psychology from a UGC recognized University
- Have at least 4 years of counseling experience and about 2 years of experience of working in a supervisory role
- Possess good communication skills in English and Hindi and at least one more regional language
- Possess excellent academic and research writing skills in English
- Be willing to undertake travel within Mumbai and also to different parts of the country for trainings and workshops
- Be willing to work in flexible hours

## **2. Post of Helpline Supervisor**

### **Job Profile:**

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

- Offering counseling and supervision to a team of counselors
- Assisting with training and handholding of counselors
- Overseeing day to day operations of the helpline; the inflow of calls and emails
- Training and handholding new recruits
- Mapping training needs of counselors
- Mapping progress of team members and assigning responsibilities within the team
- Organizing and attending debriefs on a regular basis
- Assisting with planning interventions for well-being and burnout prevention for the team
- Conducting trainings for external agencies as the requirement
- Assisting with the recruitment and shortlisting of counselors.

### **Desirous candidates should:**

- Possess a full-time Master's Degree in Psychology from a UGC recognized University
- Have at least 3 years of counseling experience and about 1 years of experience of working in a supervisory role
- Possess good communication skills in English and Hindi and at least one more regional language
- Possess excellent academic and research writing skills in English
- Be willing to undertake travel within Mumbai and also to different parts of the country for trainings and workshops
- Be willing to work in flexible hours

### **3. Post of Senior Counselor**

#### **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, emails and chats attended on the helpline
- Monitoring and guiding the other counselor's work at iCALL.
- Design training modules and workshops for academic, government and corporate institutions
- Deliver talks, conduct training, and workshops on topics related to counseling, mental health and psychosocial well-being
- Write newsletters, fliers, blogs and articles on to help sensitize lay people regarding mental health
- Develop case-studies, research papers and other works of academic writing on iCALL's work

#### **Desirous Candidates Must:**

- Possess a Master's Degree in Counseling or Clinical Psychology
- Have counseling experience for minimum 2-3 years
- Speak English and Hindi and at least one regional language fluently and possess good writing skills in English
- Be skilled in the use of computers for the purpose of documentation, data analysis and email-based counseling.
- Be willing to commit for a duration 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

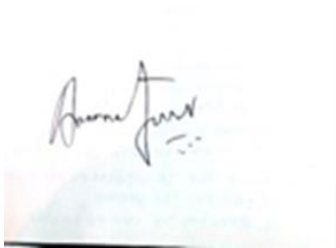
17<sup>th</sup> July 2023

4iCALL/7/2023/02

Interested candidates may send their resume to [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) on or before **31<sup>st</sup> July 2023** with a subject line “**Application for the post of “\_\_\_\_\_”**”. Late applications shall not be entertained. Only shortlisted candidates will be called for an interview at TISS.

For enquiries, contact;

[icallhelpline@gmail.com](mailto:icallhelpline@gmail.com)

A handwritten signature in black ink, appearing to read 'Anand J...', is written on a light-colored background. The signature is cursive and somewhat stylized.

Programme Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Science