

Vacancies 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 their 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.

Vacancy for the post of Full-time counselor at iCALL Psychosocial Helpline, TISS. The Number of positions is not specified as this advt will work as a rolling advertisement

Name of the Post	Counselor
Remuneration	<ul style="list-style-type: none"> - Training Period (3-4 Months) – Rs. 32,000 - Rs.35,000 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.
Duration	Training Period of 3 months + 12 months based on performance

Job Profile:

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

- Answering calls and emails to provide counseling services on the helpline.
- Maintaining records, and monthly reports of the calls, and emails attended on the helpline.
- Collaborate with other team members of iCALL as well as Supervisors for various tasks

related to the helpline.

- Deliver talks, and conduct training, and workshops on topics related to counseling, mental health and psychosocial well-being.
- Creating content on various issues related to psycho-social well-being to help sensitize lay people regarding mental health.

Selected candidates will undergo rigorous training before they start attending live calls. Their work will be closely monitored and observed. Counselling will be a supervised ongoing activity whereby an opportunity to learn and upgrade themselves and take care of their mental wellbeing.

Desirous Candidates Must:

- Possess a Master's Degree in Counseling / Clinical psychology or allied sciences from a UGC-recognized University.
- Should be able to offer professional counselling services in English, Hindi and one regional language
- Be skilled in the use of computers for documentation, data analysis, and email-based counselling.
- Be willing to work in shifts on a weekly rotational basis with alternate Saturdays working.
- Be willing to commit for at least 2 years, and this will be extended depending on the performance
- Any candidate who applies once for the said post may not re-apply for the same post within the next 1 year.

Desirous candidates may send their resumes to hr.icall21@gmail.com with the subject line '**Application for the post of full-time counselor**'. Only Shortlisted candidates will be called for an interview.

For inquiries, contact;

icallhelpline@gmail.com

Programme Director

iCALL Psychosocial Helpline