

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.

Name of Post	Senior Research Officer
No of Posts	01
Last date of Application	28/08/2022
Remuneration	47,500 Per month

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

- Developing Research ideas and proposals (Independent/in partnership with other organisations) and seeking ethical clearance
- Collecting and analyzing quantitative and qualitative data (existing iCALL data and data collected through iCALL's research projects)
- Writing reports, academic publications
- Developing knowledge products based on iCALL's research work
- Developing user friendly mental health content
- Representing iCALL's work at academic conferences and platforms
- Supervising the work undertaken by iCALL's research team
- Participating in capacity enhancement sessions designed on the basis of research at iCALL

Desirous candidates should:

- Possess a full-time Master's Degree in Counseling or Clinical Psychology (MA/Msc) from a recognized and reputed University
- Have at least four years of research experience in the larger field of mental health and worked with primary and secondary data
- Possess necessary research skills of data collection, entry and analysis
- Possess excellent writing skills
- Have demonstrated administrative and team management experience, ability to work independently and also collaboratively in teams and ability to complete tasks on time
- Speak English and Hindi and preferably one regional Indian language fluently
- Possess excellent academic writing skills
- Should be comfortable with travel

2. Vacancy for Programme Officer at iCALL Psychosocial Helpline, TISS

Name of Post	Programme Officer
No of Posts	02
Last date of Application	28/08/2022
Remuneration	42,000 to 49,000 Per month

Job Profile:

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

- Offering counseling services over the helpline
- Monitoring and supervising iCALL's counselors team
- Overseeing partnerships of iCALL and helping to strategizing them
- Conducting trainings as per the requirements
- Working with the TISS Admin and HR for paper work, 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

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.

3. Vacancy for Senior Counselor at iCALL Psychosocial Helpline, TISS

Name of Post	Senior Counselor
No of Posts	02
Last date of Application	28/08/2022
Remuneration	34,000-37,000 Per month

Job Profile:

The candidate shall report directly to the Programme Associates, 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 counsellor'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 counselling, 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:

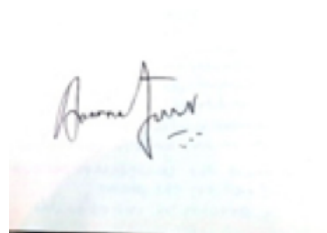
- Possess a Master's Degree in Counseling or Clinical Psychology
- Have counseling experience for minimum 2-3 years
- Speak English and Hindi and at least one regional language fluently and possess good writing skills in English
- Be skilled in the use of computers for the purpose of documentation, data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

All the positions are for a period of one year, and will be extended depending on performance. Please note that this is a **full-time position based out of Mumbai..** Candidates must be able to join immediately.

Desirous candidates may send their resume to **icallhelpline@gmail.com** on or before **28th August 2022** with a subject line **'Application for the post of _____'**. Late applications shall not be entertained.

For enquiries, contact;

icallhelpline@gmail.com



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