

Multiple 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.

1. Vacancy for the post of Helpline Supervisor at iCALL Psychosocial Helpline, TISS

Name of the Post	Helpline Supervisor
No of Posts	01
Last date of Application	12/01/2023
Remuneration	42,000-45,000 Per month
Duration	12 months

Job Profile:

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

- Answering calls and maintaining records of the calls attended on the helpline.
- Providing supervision to a team of counsellors
- Assisting with training and handholding of counsellors/new recruits
- Overseeing day-to-day operations of the helpline - the inflow of calls, emails and approving email drafts.
- Mapping training needs of counsellors

- Mapping the progress of team members and assigning responsibilities within the team
- Organizing and attending debrief on a regular basis
- Assisting with planning interventions for well-being and burnout prevention for the team
- Conducting training for EAP partners and stakeholders on mental health and well-being topics.
- Assisting with the recruitment and shortlisting of counsellors.
- Actively planning for burnout prevention strategies for team.

Desirous Candidates Must:

- Possess a Master's Degree in Counseling / Clinical psychology from a UGC-recognized University.
- Have at least 3 years of counselling experience and about 1 year of experience working in a supervisory role.
- Possess good communication skills in English, Hindi, and at least one more Indian regional language.
- Possess excellent academic and research writing skills in English.
- Be willing to travel within Mumbai and to different parts of the country for training and workshops.
- Be willing to work in shifts on a weekly rotational basis.
- Be willing to commit for a duration of at least 2 years.

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

Name of Post	Senior Counselor
No of Posts	05
Last date of Application	12/01/2023
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:

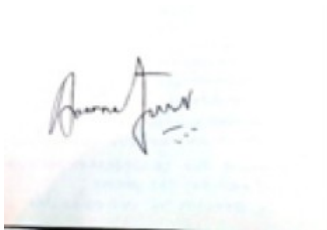
- Answering calls and emails, maintaining records, and monthly reports of the calls and emails attended on the helpline.
- Monitoring and guiding the other counsellor's work at iCALL.
- Design training modules and workshops for academic, government and corporate institutions.
- Deliver talks, and conduct training, and workshops on topics related to counselling, mental health and psychosocial well-being.

Desirous Candidates Must:

- Possess a Master's Degree in Counseling / Clinical psychology from a UGC-recognized University.
- Have relevant experience of a minimum of 2-3 years for the post of Senior Counsellor.
- Possess good communication skills in English, Hindi, and any of the Indian regional languages.
- 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 of at least 2 years.
- 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 for training and workshops.

This is a full-time offline position. Desirous candidates who are **willing to relocate to Mumbai** may also send their resumes to **icallhelpline@gmail.com** on or before **12th January 2023** with the subject line **'Application for the post of _____ (write the name of the post)'**. Accommodation would not be provided and any late applications shall not be entertained. Only Shortlisted candidates will be called for an interview.

For queries, contact:



Project Director

Assistant Professor

Project Director- iCALL

School of Human Ecology

Tata Institute of Social Sciences