

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

Name of the Post	Counselor
No of Posts	06
Last date of Application	4/11/2022
Remuneration	28,000 Per month
Duration	12 months
Advertisement Number	4icall/10/2022/2

Job Profile:

The candidate shall report directly to the Programme Officers and Programme Associates 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 have to undergo a rigorous training before they start attending actual calls. They will be closely monitored and observed during this period.

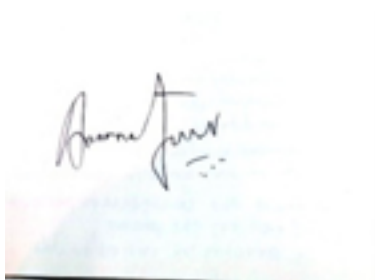
Desirous Candidates Must:

- Possess a Master's Degree in Counseling / Clinical psychology or allied sciences from a UGC-recognized University.
- Speak English, 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 work in shifts on a weekly rotational basis
- Be willing to commit for a duration of at least 2 years, and will be extended depending on the performance

Desirous candidates may send their resumes to icallhelpline@gmail.com on or before **4th November 2022** with the subject line '**Application for the post of full-time counselor**'. Late applications shall not be entertained. Only Shortlisted candidates will be called for an online interview.

For inquiries, contact;

icallhelpline@gmail.com



Programme Director

iCALL Psychosocial Helpline