

## Advertisement for the position of Counsellor:

<b>Name of the Post</b>	Counsellor
<b>Advertisement Number</b>	4iCALL/2/2021/7
<b>No Of Post</b>	01
<b>Last Date Of Application</b>	20 <sup>th</sup> July 2021
<b>Remuneration</b>	Rs. 25000 per month

### About iCALL Psychosocial Helpline

iCALL is a Field Action Project of the School of Human Ecology, Tata Institute of Social sciences. iCALL was established in September, 2012 with an objective of providing accessible, affordable and quality counseling services to individuals in distress; particularly those who belong to the marginalised communities. iCALL is a national level telephonic, email and chat-based facility which offers free counselling services to individuals in distress across the lifespan. iCALL also receives calls from individuals residing outside India. The service is run by trained professionals who provide information, emotional support, therapeutic services and referral linkages in 10 different regional languages for individuals across the lifespan, in distress. The service is free, confidential and anonymous. iCALL believes that distress is psycho-social in nature and needs to be contextualised in people's lives. iCALL adopts a strengthsbased approach to its work. iCALL provides psycho-social counseling for over 20+ themes. These themes include concerns such as emotional distress, relationship conflicts, academic concerns, mental health diagnosis, domestic violence, sexuality, suicide, self-harm. Apart from providing psycho-social counseling services, iCALL also engages in other activities such as research, curriculum development for and capacity enhancement of mental health and helping professionals, providing consultancy to state government, NGOS and International organisations such as UNFPA, UNICEF and Facebook, and outreach and awareness creation on mental health and allied issues.

### About the Project and it's requirements:

iCALL in partnership with United Nations Development Programme (UNDP) is developing interventions for addressing psychosocial issues faced by vulnerable populations due to the COVID 19 pandemic in 13 Indian States. The project involves training and capacity building of district level staff and frontline workers, functionalisation of a counselling helpline for vulnerable populations. The counselling helpline aims to offer psychosocial support and referrals to the community in times of the COVID-19 pandemic.

### **Job Profile:**

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

- Answering calls, maintaining records, monthly reports of the calls, attending on the helpline
- Develop training modules for community cadres working in implementing programme
- Assist with proof reading and editing of IEC material designed and translated by the iCALL
- Assist with hosting online trainings for community cadres while coordinating with the Programme Officer

Selected candidates will have to undergo training before they start attending to actual calls. Counselling will be a supervised activity whereby an opportunity to learn and upgrade themselves on one hand and to take care of their own mental health issues on the other, will be provided on an ongoing basis

### **Desirous Candidates Must:**

- Possess a **Master's Degree in Counselling or Clinical Psychology**
- Have relevant experience of minimum **of 6 months - 1 year**
- 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 of at least 6 months
- Have sound knowledge of therapeutic process skills and psychotherapy
- Be willing to work in shifts on a weekly rotational basis

The position is initially for a period of 6 months, and will be extended depending on performance. Please note that this is a full-time position. Interested applicants may e-mail us their CV on [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) with the subject line **'Application for the post of counsellor – UNDP Project'** before the **20<sup>th</sup> of July 2021**. Applications received later than the aforementioned date will not be considered.

For enquiries, contact:

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Tata Institute of Social Sciences

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