

## **Vacancies for the post of Helpline Supervisor at iCALL Psychosocial Helpline, TISS**

### **About the iCALL Psycho-social 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 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.

Name of Post	Helpline Supervisor
Advertisement number	4icall/11/2021/12
No of Posts	03
Last date of Application	1/12/2021
Remuneration	42,000-45,000 Per month

**Job Profile:**

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

- Offering counselling and supervision to a team of counsellors
- Assisting with training and handholding of counsellors
- Overseeing day to day operations of the helpline; the inflow of calls and e-mails
- Training and handholding new recruits
- Mapping training needs of counsellors
- Mapping progress of team members and assigning responsibilities within the team
- Organising and attending debriefs on a regular basis
- Assisting with planning interventions for well-being and burnout prevention for the team
- Conducting trainings for EAP partners and different stakeholders on topics related to mental health and well-being
- Assisting with the recruitment and shortlisting of counsellors

**Desirous candidates should:**

- Possess a full-time Master's Degree in Psychology from a UGC recognized University
- Have atleast 3 years of counselling experience and about 1 years of experience of working in a supervisory role
- Possess good communication skills in English and Hindi and atleast 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

Interested candidates must email their updated resumes on [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) with the subject line 'Application for the post of Helpline Supervisor' **before the 1<sup>st</sup> of December 2021**. Applications received later than the aforementioned dates will not be considered.

For enquiries, contact;

**Prerna Yadav & Madhuri Tambe**

Programme Associates

iCALL Psychosocial Helpline

Tata Institute of Social Sciences

Email : [contact.icall@tiss.edu](mailto:contact.icall@tiss.edu)

**Dr. Aparna Joshi**

Project Director and Assistant  
professor

iCALL Psychosocial Helpline

Tata Institute of Social Sciences