

Vacancy for Full-Time Counselor at iCALL Psychosocial Helpline, TISS

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 the Post	Counselor
No of Posts	05
Last Date of Application	18/05/2022
Remuneration	28,000 Per month
Duration	12 months
Advertisement Number	4icall/5/2022/1

Job Profile:

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

1. Answering calls and emails to provide counseling services on the helpline.
2. Maintaining records, monthly reports of the calls, emails and chats attended on the helpline
3. Collaborate with other team members of iCALL as well as Supervisors for various tasks related to the helpline
4. Deliver talks, conduct training, and workshops on topics related to counseling, mental health and psychosocial well-being
5. 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 rigorous training before they start attending to actual calls. Counseling 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 provided on an ongoing basis

Desirous candidates should:

- Possess a full-time Master's Degree in Psychology or allied sciences from a UGC recognized University
- Should speak, read and write English and Hindi fluently
- Possess excellent academic and research writing skills in English.
- Should be efficient in using MS Office, SPSS/R, ATLAS.ti/NVivo
- Be willing to work in flexible hours
- The position is initially for a period of 1 year, and will be extended depending on performance

Desirous candidates may send their résumé to icallhelpline@gmail.com **before 18/05/2022** with a subject line **Application for the post of (specify the post) – May 2022.** Please mention the name of the position you are applying for in the subject line. Late applications shall not be entertained. Shortlisted candidates will be called for an online interview.

For enquiries, contact;

Tel: 022-25525599

Madhuri Tambe

Programme Associate

iCALL Psychosocial Helpline

Tata Institute of Social Sciences

Dr. Aparna Joshi

Programme Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Sciences