

Vacancy for Programme Officer 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 Post	Programme Officer
Advertisement number	4icall/5/2022/2
No of Posts	03
Last date of Application	18th May 2022
Remuneration	40,000-42,000 Per month

Job Profile:

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

- Offering counseling services over telephone and email modality
- supervision and guidance to the team of counselors
- Overseeing employee assistance partnerships of iCALL
- Conducting trainings for different funding partners of iCALL
- Working with the TISS Admin and HR for paper work, joining formalities, transfer of payments and funds
- Overseeing social media communications and developing content for communications and publicity of iCALL's work
- Undertaking research and academic writing for research projects commissioned to iCALL
- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project
- Strategising and planning interventions for well-being and burnout prevention within the team

Desirous candidates should:

- Possess a full-time Master's Degree in Psychology from a UGC recognized University
- Have at least 4 years of counseling experience and about 2 years of experience of working in a supervisory role
- Possess good communication skills in English and Hindi and at least 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

All the position are for a period of one year, and will be extended depending on performance. Please note that this is a **full-time position based out of Mumbai**. Candidates must be able to join immediately.

Desirous candidates may send their resume to **icallhelpline@gmail.com** on or before **18th May 2022** with a subject line '**Application for the post of Programme Officer**'. Late applications shall not be entertained.

For enquiries, contact;

Tel: 022-25525599

Madhuri Tambe

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