

## Advertisement for the posts of Counsellor and Project Assistant for iCALL Psychosocial Help Line

**Date of Advertisement: 5<sup>th</sup> May 2020**

### **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 strengths-based 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 Population Fund (UNFPA) is looking at launching a helpline to address the psychosocial concerns of health, community and mental health workers/professionals working with issues of COVID-19 pandemic. The project involves conducting telephonic counseling and documentation of counseling work carried out. iCALL is inviting applications for the following 2 posts for this project:

## 1. Vacancies for the post of Part Time Counsellor the proposed helpline

<b>Name of Post</b>	Counsellor (Part-Time)
<b>Advertisement number</b>	05/2020/564
<b>No of Posts</b>	8-10
<b>Last date of Application</b>	09/05/2020
<b>Date of Project Commencement</b>	15/5/2020
<b>Remuneration</b>	Salary at Rs 1000 per shift of four hours (48-64 hours per month)
<b>Project Leader</b>	Dr. Aparna Joshi
<b>Duration</b>	8 months

### **Job Profile- Part Time Counsellor (Posts 8-10):**

The candidate shall report directly to the Programme Officer and the Programme Associate for the project at iCALL, and shall be responsible for the following

1. Answering calls, chats and emails, maintaining records, monthly reports of the calls attended on the helpline
2. Being proactive in carrying out publicity and outreach activities for the promotion of the helpline.
3. Develop case-studies, other works of report writing on iCALL's work as the need arises.

Selected candidates will have to undergo rigorous 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 provided on an ongoing basis

### **Desirous Candidates Must:**

- Possess a Master's Degree in Counselling or Clinical Psychology from a UGC recognised university
- Have relevant counselling experience of minimum a year (preferably includes telephone counseling)
- Have sound knowledge of therapeutic process skills and psychotherapy
- 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 counselling
- Be willing to work for the duration of 8 months

- Be willing to work in shifts on a weekly rotational basis

The position is for the period of 8 months. Please note that this is a part-time position. Applications are to be emailed to [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com). **Last Date of Applications is 9<sup>th</sup> May, 2020** with the subject line Application for the Post of 'Counsellor', and the advertisement number indicated in the box above. Preference shall be given to candidates based in Mumbai. Candidates not having an academic background in Counselling, Clinical Psychology, need not apply. The position is for the period of 8 months. Please note that this is a part-time position.

Process of Interview: The candidates will undergo a telephonic interview, upon clearing the same, only those who are selected will be contacted for a virtual personal interview. Data of joining shall be agreed upon mutually.

## **2. Vacancy for the post of Part Time Programme Assistant for the proposed helpline**

<b>Name of Post</b>	Programme Assistant (Part-Time)
<b>Advertisement number</b>	05/2020/563
<b>No of Posts</b>	1
<b>Last date of Application</b>	09/05/2020
<b>Date of Project Commencement</b>	15/05/2020
<b>Remuneration</b>	Rs. 20,000 per month
<b>Project Leader</b>	Dr. Aparna Joshi
<b>Duration</b>	8 months

### **Job profile - Part Time Programme Assistant (1 Post)**

The candidate shall report directly to the Programme Officer for the project at iCALL, and shall assist with the following:

- Conducting review of literature
- Constructing the quantitative and qualitative tools and formats for undertaking data collection
- Collecting primary data
- Transcribing and documenting the data
- Analyzing the data

- Help in designing the content of a training curriculum as well as helping with conduction of the training
- Writing reports for periodic evaluation of the project
- Writing the research reports for the project to be submitted to the UNFPA
- Helping with the dissemination of the findings of the project
- Developing promotional material for the helpline such as posters
- Dissemination of promotion materials to reach out to health and psycho-social workers
- Creating a list of frequently asked questions

**Desirous candidates must:**

- Have a post- graduate degree in psychology (counseling/clinical specialisation) from a UGC recognized university
- Have experience of working in the area of mental health
- Have at least 2 years experience as a researcher working with primary data
- Be extremely fluent with reading and writing in Hindi as well as English
- Possess academic writing skills
- Be willing to work for the duration of 8 months

Preference shall be given to candidates based in Mumbai. Candidates not having an academic background in Counselling, Clinical Psychology, need not apply. The position is for the period of 8 months. Please note that this is a part-time position. Applications are to be emailed to [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) with the subject line Application for the Post of 'Counselor' or 'Programme Assistant' (whichever is applicable) and the advertisement number mentioned in the tables above. **Last Date of Applications is 9<sup>th</sup> May, 2020**

For enquiries, contact;

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