

Vacancy for the post of a Counselor at iCALL Psychosocial Helpline, TISS

Name of Post	Counselor
Advertisement number	4icall/10/2020/02
No of Posts	04
Last date of Application	28/10/2020
Remuneration	3,30,000 - 3,60,000 Per annum
Office Contact	Email id: icallhelpline@gmail.com

About TISS: The Tata Institute of Social Sciences (TISS) was established in 1936 and is a deemed university fully funded by the University Grants Commission, Government of India. TISS offers over 50 Master's Degree programs from its Mumbai, Tuljapur, Guwahati and Hyderabad Campuses. Masters' programs are offered in a range of socially relevant interdisciplinary areas of Social Work, Social Sciences, Health, Management, Labor Studies and Habitat Studies. TISS is a research university with M. Phil. and Ph. D. programme and basic and applied research in a range of areas. A high degree of freedom and autonomy shape the positive work ethos and creativity in the Institute facilitating strong linkages between education, research, field action and Dissemination. The Institute provides significant space and resources for basic and policy research; and has research collaboration with some of the best universities and institutions across all continents. TISS offers a very challenging but fulfilling academic environment and opportunity to scholars committed to creating a just society through education, generation of knowledge and field action, and invites interested scholars in Social Sciences and allied disciplines located within and outside India to apply for faculty positions in its schools and centres.

About iCALL Psychosocial Helpline: iCALL Psychosocial Helpline; a field action project of the School of Human Ecology at the Tata Institute of Social Sciences Mumbai, provides counselling, support, information and referral to individuals in emotional and psychological distress, over the telephone, email and chat. The helpline currently runs six days a week, from Monday to Saturday, from 8 AM to 10 PM. Apart from service provision, iCALL engages in various research, capacity building and outreach efforts independently and in

partnership with State Governments and NGOs across the country. iCALL is looking to expand its team to meet its growing requirements.

Job Profile:

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

1. Answering calls, chats and emails, maintaining records, monthly reports of the calls, emails and chats attended on the helpline
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3. Being proactive in carrying out publicity and outreach activities for the promotion of the helpline.
4. Deliver talks, conduct training, and workshops on topics related to counselling, mental health and psychosocial well-being
5. Write newsletters, fliers, blogs and articles on to help sensitize lay people regarding mental health
6. Develop case-studies, research papers and other works of academic writing on iCALL's work

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 be provided on an on-going basis.

Desirous Candidates Must:

- Possess a **Master's Degree in Counselling or Clinical Psychology**
- Have relevant experience of minimum a year for the post of Counsellor. More than a years' experience is also preferred
- 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 a year**
- Have sound knowledge of therapeutic process skills and psychotherapy
- **Be willing to work in shifts on a weekly rotational basis**

- Be willing to travel within Mumbai and to different parts of the country to conduct outreach, training, and workshops

Candidates shall be required to be based permanently in Mumbai for the tenure of their contract. Preference shall be given to candidates based in Mumbai presently. The position is for the initial period of one year, and will be extended depending on performance. **Please note that this is a full-time position.**

Desirous candidates may send their résumé to icallhelpline@gmail.com **before 28/10/2020** with a subject line **Application for the post of Counsellor.** Late applications shall not be entertained. **Mention the name of the position you are applying for in the subject line.** Shortlisted candidates will be called for an interview.

For enquiries, contact:

Tanuja Babre

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iCALL Psychosocial Helpline
Tata Institute of Social Sciences

Dr. Aparna Joshi

Assistant Professor and Project Leader
School of Human Ecology, TISS

Contact: icallhelpline@gmail.com