

Vacancy for Programme Officer at iCALL Psychosocial Helpline, TISS

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 and email. The helpline currently runs six days a week, from Monday to Saturday, from 8 AM to 10 PM. Going ahead, iCALL is looking to expand its team to meet its growing requirements

Job profile – Programme Officer

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

- Providing counselling over calls and emails
- Training and supervision of counsellors at iCALL
- Writing reports, newsletters and coordinating with partner agencies
- Designing and delivering training modules conducting workshops, and assisting in publicity efforts
- Assisting in strategic planning

Desirous candidates should:

- Possess a full-time Master's Degree in Counselling or Clinical Psychology (MA/Msc) from a recognized and reputed University
- Have at least two to three years of counselling experience. Experience of leading a team/ supervising mental health professionals of one year would be an added advantage
- Speak English and Hindi and at least one regional Indian language fluently
- Possess excellent academic writing skills in English
- Be skilled in the use of computers for the purpose of documentation, data analysis and email-based counselling
- Have sound knowledge of therapeutic process skills and psychotherapy
- Be comfortable with public speaking
- Be willing to work in shifts if needed
- Be willing to travel within Mumbai and to different parts of the country to conduct outreach, training, and workshops

Preference shall be given to candidates based in Mumbai. Candidates not having an academic background in Counselling or Clinical Psychology need not apply. 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. Salary shall commensurate with candidate skills and experience

Desirous candidates may send their résumé to icallhelpline@gmail.com **before 20th July 2017**. Late applications shall not be entertained. Shortlisted candidates will be called for an interview at TISS.

For enquiries, contact;

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