

Applications for post of Counsellor at iCALL- Helpline for Psychosocial Counselling (3 Posts)

About the helpline: iCALL, with the help of trained counsellors, provides emotional support to individuals in distress. The counsellors actively and supportively listen to individual's disclosures of emotional distress and provide safe and holding environment for the same. The helpline currently functions on Mondays to Saturdays, from 8.00 a.m. To 10.00 p.m. iCALL provides information and referral services to those who are in need. One of the key functions of an effective helpline is to connect individuals to relevant and important knowledge and human service resources. The Helpline maintains a comprehensive database for referral services. The helpline has a nation-wide coverage.

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

1. Answering calls 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. Design training modules and workshops for academic, government and corporate institutions
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 provided on an ongoing basis

Desirous Candidates Must:

- Possess a Master's Degree in Counselling or Clinical Psychology with one year of relevant work experience in the field of counselling
- 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
- 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.

Last date for applications: Interested candidates may please apply with their biodata to **icallhelpline@gmail.com** by **21st January 2017**.

For enquiries, contact:

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