

## Vacancy for the post of Programme Associate at iCALL Psychosocial Helpline, TISS

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|---------------------------------|---------------------------------------|
| <b>Name of Post</b>             | <b>Programme Associate</b>            |
| <b>Advertisement Number</b>     | <b>13/iCALL_PA/2021</b>               |
| <b>No. of Post</b>              | <b>1</b>                              |
| <b>Last Date of Application</b> | <b>23<sup>rd</sup> September 2021</b> |
| <b>Duration of Employment</b>   | <b>12 months (Full Time)</b>          |
| <b>Remuneration</b>             | <b>Rs. 60,000 per month</b>           |

**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 - Programme Associate**

The candidate shall report directly to the Programme Coordinator & Project Director of iCALL, and shall assist with the following:

- Assisting the Project Leader in leading iCALL
- Envision and implement sustainable expansion of the organisation
- Oversee operations of the iCALL helpline & offer supervision
- Manage the team of counsellors, program officers and team lead
- Designing training curriculum and knowledge content
- Undertake capacity building efforts with public and private partners
- Writing reports, newsletters research papers and coordinating with partner agencies

- Undertake fundraising, strategy building and build relevant partnerships to further iCALL's work

**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 10-12 years of experience of working in the field of mental health. Experience of leading a team/ supervising mental health professionals of 4-5 years would be an added advantage
- Speak English and Hindi and at least one regional Indian language fluently
- Possess excellent academic writing skills in English and research skills & have sound knowledge of therapeutic process skills and psychotherapy
- Be skilled in public speaking
- Be willing to work in flexible hours and to travel within Mumbai and to different parts of the country to conduct outreach, training, and workshops on a regular basis.

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 two years, and will be extended depending on performance. Desirous candidates may send their résumé to [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) before **23<sup>rd</sup> September 2021 (11:59 pm IST)**. Only shortlisted candidates will be called for an interview at TISS.

For enquiries, contact;

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**By**  
**Project Leader**