

## **Vacancy for the post of Lead Programme Officer at iCALL Psychosocial Helpline, Tata Institute of Social Sciences**

### **About the iCALL Psycho-social 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 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**

iCALL will be working on a project funded by ZoomCares, a social arm of Zoom, launched in 2020. The project is aimed at creating technology assisted mental health interventions for youth. The activities under this project would involve undertaking research on technology assisted services for youth, hosting consultations with youth

and mental health professionals, developing technological solutions for providing mental health services to youth.

**Job Role :**

<b>Name of Post</b>	Lead Programme Officer
<b>Advertisement number</b>	4icall/12/2021/13
<b>No of Posts</b>	01
<b>Last date of Application</b>	28/12/2021
<b>Remuneration</b>	42000 Per month

The candidate shall report directly to the Project Leader and Programme Associate at iCALL, and shall be responsible for the following:

- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project
- Writing proposals for institutional ethics review board
- Monitoring and assisting the team of Programme Assistants, Counsellors, and Content developers
- Developing content on youth mental health and well-being
- Offer supervision to counsellors over technology assisted mediums
- Identify potential research areas in youth mental health

**Desirous candidates should:**

- Possess a full-time Master's Degree in Clinical/Counselling Psychology from a UGC recognized University and atleast 3 years of experience of counselling

- Must have experience of managing and supervising a team of counsellors and research assistants
- Must be fluent Speak English and Hindi and atleast one more regional language
- Must have excellent academic and research writing skills
- Be willing to work flexible hours
- Must have knowledge of best practices of offering services on technology assisted mediums.

The position is initially for a period of 1 year and will be extended further as per the requirements of the project. Interested candidates must email their updated resumes on [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) with the subject line '**Application for the post of Lead Programme Officer**' before the 28<sup>th</sup> of December 2021. Applications received later than the aforementioned dates will not be considered

For enquiries, contact;

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iCALL Psychosocial Helpline

Tata Institute of Social Sciences

**Dr. Aparna Joshi**

Project Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Sciences