

## Vacancies at iCALL Psychosocial Helpline, TISS

### About iCALL:

iCALL is a Field Action Project of the School of Human Ecology, Tata Institute of Social sciences. iCALL was established in September 2012 with the objective of providing accessible, affordable, and quality counseling services to individuals in distress; particularly those who belong to marginalized communities. iCALL is a national-level telephonic and email-based facility that offers free counseling services to individuals in distress across their lifespan. This multilingual, free and confidential service is run by trained professionals who provide information, emotional support, therapeutic services, and referral linkages.

Apart from service provision, iCALL also conducts research, capacity enhancement, and awareness generation activities in the area of mental health in collaboration with State Governments, civil society organizations, and international organizations such as UNOs.

**Vacancy for the post of Full-time counselor at iCALL Psychosocial Helpline, TISS. The Number of positions is not specified as this advt will work as a rolling advertisement**

<b>Name of the Post</b>	Full- Time Counsellor
<b>Remuneration</b>	<ul style="list-style-type: none"> <li>- Training Period (3-4 Months) – Rs. 28,000 Per month</li> <li>- After successful completion of the Training period (subjected to satisfactory performance) – Rs. 30,000 Per Month</li> <li>- Annual Increment – 10%</li> </ul>
<b>Variable pay</b>	Rs.15,000/- towards the Self-care allowance per annum and Medclaim.
<b>Duration</b>	Training Period of 3 months + 12 months based on performance

### Job Profile:

The candidate shall report directly to the Programme Officers and Programme Associate and shall be responsible for the following:

- Answering calls and emails to provide counseling services on the helpline.
- Maintaining records, and monthly reports of the calls, and emails attended on the helpline.
- Collaborate with other team members of iCALL as well as Supervisors for various tasks related to the helpline.
- Deliver talks, and conduct training, and workshops on topics related to counseling, mental health and psychosocial well-being.
- Creating content on various issues related to psycho-social well-being to help sensitize lay people regarding mental health.

Selected candidates will have to undergo a rigorous training before they start attending actual calls. They will be closely monitored and observed during this period.

**Desirous Candidates Must:**

- Possess a Master's Degree in Counseling / Clinical psychology or allied sciences from a UGC-recognized University.
- Should be able to offer professional counselling services in English, Hindi and one regional language
- Be skilled in the use of computers for the purpose of documentation, data analysis, and email-based counseling.
- Be willing to work in shifts on a weekly rotational basis with alternate Saturdays working.
- Be willing to commit for a duration of at least 2 years, and will be extended depending on the performance.

**What working at iCALL would look like OR What iCALL can assure you:**

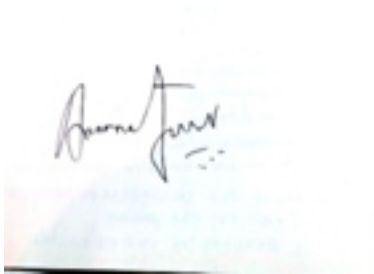
- Rigorous training in the initial phase of the engagement
- Supervision
- Skill upgradation on regular basis
- Continuous support and guidance
- Team building activities to ensure wellbeing of counsellors
- Self care allowance + Mediclaim
- 38 Annual leaves

**How to Apply:**

- Any candidate who applies once for the said post may not re-apply for the same post within the next 1 year.
- The institute will process the application received on monthly basis. Only Shortlisted candidates will be called for an interview.
- Desirous candidates may send their resumes to [hr.icall21@gmail.com](mailto:hr.icall21@gmail.com) with the subject line 'Application for the post of full-time counselor'.

or inquiries, contact;

[icallhelpline@gmail.com](mailto:icallhelpline@gmail.com)



Programme Director  
iCALL Psychosocial Helpline