

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 in partnership with United Nations Population Fund (UNFPA) is engaged in a capacity building initiative to help the Government of Madhya Pradesh in strengthening the integrated counselling centres in all of its 51 districts since 2016. This is a research-based intervention project that has developed an innovative e-learning platform - Samvaad - to build capacities of counsellors spread across the entire state of Madhya Pradesh. The project involves conducting a research study to understand the training needs of counsellors, writing reports, developing training modules and training the counsellors through online formats and contact classes and assessing the impact of the training. In the second phase of the project, it has been expanded to other Hindi speaking states in India, i.e., Rajasthan. iCALL is inviting applications for the post of 'Research Assistant' to assist with the same.

iCALL, a national level psychosocial helpline provides professional counselling service to people who are in need of help. These services are offered with the help of trained counsellors, provides emotional support, reference services when required. 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 9 am To 9 pm. 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. Besides the service provision, iCALL also actively involved in research, capacity building, awareness creation and consultancy for various government and nongovernment organizations. Going ahead, iCALL is looking to expand it's team to meet it's growing requirements and thus inviting applications for following positions.

1. Vacancy for Research Associate at iCALL Psychosocial Helpline, TISS

Name of Post	Full Time Research Associate
Advertisement Number	4/icall/2/2022/4
No. of Post	1
Last Date of Application	2nd March 2022
Duration of Employment	12 months (Full Time)
Remuneration	Rs. 50,000 to 55,000 per month

Job Profile

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

- Lead a team of research assistants on various ongoing research projects
- Develop proposals for prospective partnerships/ projects
- Checking, cleaning and coding existing call and email related data
- Checking knowledge products of iCALL under all projects
- Preparing research and academic publications on the basis of the data that is available
- Writing abstracts as well as developing presentations for academic conferences
- Helping iCALL develop user friendly content for publicity, awareness (such as newsletters, flyers), websites and capacity building of professionals (including iCALL counselors)
- Developing content, updating the training manuals, protocols and preparing training modules as required.
- Off-site capacity building sessions with different stakeholders iCALL works with including mental health professionals, social workers, government and non-governmental organizations, employees working with the corporate sector

Desirous candidates should:

- Possess a full-time Master's Degree in Counseling or Clinical Psychology (MA/Msc) from a recognized and reputed University
- Have at least six years of counseling & research experience.
- Should have prior peer reviewed academic publications
- Speak English and Hindi and at preferably 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 (quantitative & qualitative)
- Knowledge of SPSS, Nvivo/Atlas ti.
- 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 for official purposes

2. Vacancy for Programme Associate at iCALL Psychosocial Helpline, TISS

Name of Post	Programme Associate
Advertisement Number	4icall/2/2022/4
No. of Post	1
Last Date of Application	2nd March 2022
Duration of Employment	12 months (Full Time)
Remuneration	Rs. 50,000 to 55,000 per month

Job Profile

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

- Assisting the Project Leader in leading iCALL
- Envision and implement sustainable expansion of the organization
- Oversee operations of the iCALL helpline & offer supervision
- Manage the team of counselors, program officers and supervisors
- Collaboration with other stakeholders for partnerships
- 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 Counseling or Clinical Psychology (MA/Msc) from a recognized and reputed University
- Have at least 10-12years 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.

3. Vacancy for Programme Officer at iCALL Psychosocial Helpline, TISS

Name of Post	Programme Officer
Advertisement number	4icall/2/2022/4
No of Posts	01
Last date of Application	2nd March 2022
Remuneration	40,000-42,000 Per month

Job Profile:

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

- Offering counseling and supervising a team of counselors
- Overseeing employee assistance partnerships of iCALL
- Conducting trainings for different funding partners of iCALL
- Working with the TISS Admin and HR for paper work, joining formalities, transfer of payments and funds
- Overseeing social media communications and developing content for communications and publicity of iCALL's work

- Undertaking research and academic writing for research projects commissioned to iCALL
- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project
- Strategising and planning interventions for well-being and burnout prevention within the team

Desirous candidates should:

- Possess a full-time Master's Degree in Psychology from a UGC recognized University
- Have at least 4 years of counseling experience and about 2 years of experience of working in a supervisory role
- Possess good communication skills in English and Hindi and at least one more regional language
- Possess excellent academic and research writing skills in English • Be willing to undertake travel within Mumbai and also to different parts of the country for trainings and workshops
- Be willing to work in flexible hours

All the position are for a period of one year, and will be extended depending on performance. Please note that this is a **full-time position based out of Mumbai..** Candidates must be able to join immediately.

Desirous candidates may send their resume to **icallmptraining@gmail.com** on or before **2nd March 2022** with a subject line '**Application for the post of _____**'. Late applications shall not be entertained.

For enquiries, contact;

Tel: 022-25525599

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