

### **Vacancies for the multiple posts at iCALL Psychosocial Helpline, TISS**

About TISS: The Tata Institute of Social Sciences (TISS) was established in 1936 and is a deemed university fully funded by the University Grants Commission, Government of India. TISS offers over 50 Master's Degree programmes from its Mumbai, Tuljapur, Guwahati and Hyderabad Campuses. Masters' programmes are offered in a range of socially relevant interdisciplinary areas of Social Work, Social Sciences, Health, Management, Labor Studies and Habitat Studies. TISS is a research university with M. Phil. and Ph. D. programme and basic and applied research in a range of areas. A high degree of freedom and autonomy shape the positive work ethos and creativity in the Institute facilitating strong linkages between education, research, field action and Dissemination. The Institute provides significant space and resources for basic and policy research; and has research collaboration with some of the best universities and institutions across all continents. TISS offers a very challenging but fulfilling academic environment and opportunity to scholars committed to creating a just society through education, generation of knowledge and field action, and invites interested scholars in Social Sciences and allied disciplines located within and outside India to apply for faculty positions in its schools and centers.

**About the helpline:** 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.

Currently iCALL is recruiting multiple positions. The description of these positions is as follows:

**1. Post of Senior Counsellor**

<b>Name of Post</b>	<b>Senior Counsellor</b>
<b>Advertisement Number</b>	<b>4iCALL/4/2022/01</b>
<b>No. of Post</b>	<b>02</b>
<b>Last Date of Application</b>	<b>25/04/2022</b>
<b>Duration of Employment</b>	<b>12 months</b>
<b>Remuneration</b>	<b>Rs. 32,000/- – 34,000/- per month</b>

**Job Profile:**

The candidate shall report directly to the Programme Director, Programme Associate, the Programme Officers, and Supervisors at iCALL, and shall be responsible for the following:

- Answering calls and emails, maintaining records, monthly reports of the calls and emails attended on the helpline
- Monitoring and guiding the other counsellor's work at iCALL.
- Design training modules and workshops for academic, government and corporate institutions.
- Deliver talks, conduct training, and workshops on topics related to counselling, mental health and psychosocial well-being.
- Write newsletters, fliers, blogs and articles on to help sensitize lay people regarding mental health.
- Develop case-studies, research papers and other works of academic writing on iCALL's work.
- Actively planning for burnout prevention strategies for team.

**Desirous Candidates Must:**

- Possess a **Master's Degree in Counselling or Clinical Psychology**
- Have relevant experience of minimum **2-3 years** for the post of Senior Counsellor.
- 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 counseling.
- Be willing to commit for a duration at least a year
- 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.

**2. Post Of Part-Time Email Counsellor**

<b>Name of Post</b>	<b>Part-Time Email Counsellor</b>
<b>Advertisement Number</b>	<b>4iCALL/4/2022/01</b>
<b>No. of Post</b>	<b>04</b>
<b>Last Date of Application</b>	<b>25/04/2022</b>
<b>Duration of Employment</b>	<b>12 months (Part-Time)</b>
<b>Remuneration</b>	<b>Rs. 15,000 per month</b>

**Job Profile:**

The candidate shall report directly to the Programme Director, Programme Associate, the Programme Officers, and the Supervisors at iCALL, and shall be responsible for the following:

- Offer email based counselling along with a team of counselors.
- Address diverse issues related to academics, career, interpersonal relationships, suicide and self harm, gender based violence, gender and sexuality from a psychosocial perspective, over e-mails
- Document and maintain monthly records of emails addressed during the month
- Coordinate with senior team members for supervision and feedback regularly.

Selected candidates will have to undergo a brief training before they start addressing emails. Addressing emails 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 be provided on an ongoing basis

**Desirous Candidates Must:**

- Possess a Master's Degree in Counselling or Clinical Psychology
- Have an experience of academic and therapeutic writing
- Be willing to devote 24 hours in a week and be available specifically on Saturday.
- Good writing skills in both Hindi and English and preferably 1 more regional language
- Be skilled in the use of computers for the purpose of documentation, data analysis and email-based counselling
- Be willing to commit for a duration of at least 1 year
- Have sound knowledge of therapeutic process skills and psychotherapy.

The position is initially for a period of **1 year**, and will be extended depending on performance. Please note that this is a part-time position.

**Interested applicants may e-mail us their CV along with an academic/therapeutic writing sample (in English and Hindi if possible) on [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) with the subject line 'Application for the post of Senior Counsellor / E-mail counsellor' before the 25/04/2022.** Applications received later than the aforementioned date will not be considered. Be willing to work in shifts on a weekly rotational basis.

For enquiries, contact;

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