

Vacancies for the post of Helpline Supervisor 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 an objective of providing accessible, affordable and quality counseling services to individuals in distress; particularly those who belong to the marginalized communities. iCALL is a national level telephonic, email facility which offers free counseling 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 contextualized 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 organizations such as UNFPA, UNICEF and Facebook, and outreach and awareness creation on mental health and allied issues.

Name of Post	Helpline Supervisor
No of Posts	01
Last date of Application	30/07/2022
Remuneration	42,000-45,000 Per month

Job Profile:

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

- Offering counseling and supervision to a team of counselors
- Assisting with training and handholding of counselors
- Overseeing day to day operations of the helpline; the inflow of calls and emails
- Training and handholding new recruits
- Mapping training needs of counselors
- Mapping progress of team members and assigning responsibilities within the team

- Organizing and attending debriefs on a regular basis
- Assisting with planning interventions for well-being and burnout prevention for the team
- Conducting trainings for EAP partners and different stakeholders on topics related to mental health and well-being
- Assisting with the recruitment and shortlisting of counselors.

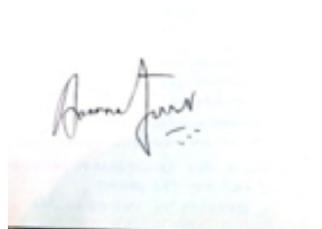
Desirous candidates should:

- Possess a full-time Master's Degree in Psychology from a UGC recognized University
- Have at least 3 years of counseling experience and about 1 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

Interested candidates must email their updated resumes on icallhelpline@gmail.com with the subject line 'Application for the post of Helpline Supervisor' **before 30th July 2022**. Applications received later than the aforementioned dates will not be considered.

For enquiries, contact;

icallhelpline@gmail.com



Madhuri Tambe

Programme Associate
iCALL Psychosocial Helpline

Dr. Aparna Joshi

Programme Director and Assistant Professor iCALL
iCALL Psychosocial Helpline

Tata Institute of Social Sciences

Tata Institute of Social Science