

Vacancies at iCALL Psychosocial Helpline, Tata Institute of Social Sciences (TISS)

Date of Advertisement:

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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 the 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.

iCALL is recruiting for the following positions

- Youth Mental health Counselors (4 positions)
- Youth mental health Content creator and strategist (1 position)

Details of the job profile are as follows:

Position 1: Youth Mental health Counselors

Name of Post	Youth Mental health Counselors
No of Posts	04 (full-time)
Last date of Application	05/05/2022
Remuneration	Rs. 28000/- - 30000/- per month (based on experience)
Location	Mumbai
Duration	1-year

Job Profile:

- Offer counseling services to young individuals over chat and telephone
- Document and maintain records of chats and calls
- Generate reports based on the documentation of chats and calls
- Participate in ongoing trainings and supervision
- Prepare protocols and practice guidelines
- Liaise and Coordinate with the counseling team and project officer
- Work alongside the content creator and strategist

Desirous Candidates should:

- Possess a Master's Degree in Counselling or Clinical Psychology from a UGC recognised University and two years of service provision experience preferably with young individuals
- Have knowledge and skills related to psycho-social counseling and therapy, especially for concerns of young individuals
- Be fluent in English and Hindi (preferably any other regional languages)
- Be comfortable offering counselling services over chat and telephone to young individuals especially those in crisis situations
- Be willing to work in teams and receive feedback and ongoing supervision
- Be willing to work in shifts on a weekly rotational basis
- Complete the tasks within stipulated timelines and proactively communicate

The candidate shall report directly to the Programme Officers and Programme Associate at iCALL.

The position is initially for a period of 1 year and will be extended depending on project requirements. Please note that this is a full-time position.

Position 2: Youth Mental health Content creator and strategist

Name of Post	Youth Mental health Content creator and strategist
No of Posts	01 (Part-time)
Last date of Application	05/05/2022
Remuneration	Rs. 15000-20000/ per month (based on experience)
Location	Mumbai
Duration	10 months

Job Profile:

- Develop written, audio and video content on issues related to youth mental health (English and Hindi) in alignment with iCALL's values, philosophy and project objectives
- Develop a plan for creation and dissemination of content related to youth mental health
- Work closely with the counseling team, graphic designer and other relevant professionals in creation and finalization of the content
- Coordinate with the counseling team to understand the requirements of the youth mental health content based on the concerns presented by young individuals

Desirous candidates should:

- Possess a full-time Master's Degree in humanities or social sciences (For example, psychology, social work, media and culture studies) from a UGC recognized University and two years experience of content creation and strategising preferably in the area of youth mental health
- Have knowledge of mental health and psychosocial wellbeing among young individuals
- Be fluent in English and Hindi
- Be willing to work in teams and receive feedback
- Be able to take initiative, proactively communicate and also work independently within the given timelines

The candidate shall report directly to the Programme Officers and Programme Associate at iCALL.

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

Interested applicants may e-mail their CV to icallhelpline@gmail.com with the subject line ‘Application for the post of Youth Mental health Counselor’ and ‘Application for the post of Youth mental health content creator and strategist’ on and before 05th May 2022. Applications received later than the aforementioned date will not be considered.

For queries, contact:

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