Vacancies for the post of Mental Health Counselor 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 various socially relevant interdisciplinary areas of Social Work, Social Sciences, Health, Management, Labour 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 other opportunities 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 centres.

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 projects independently and in partnership with State Governments and NGOs across the country to create awareness around mental health and cater to the psychosocial needs of the community. Currently, iCALL is recruiting supporting staff for the helpline.

Name of the post	No of vacancies	Duration of the employment	Type	Remuneration
Youth Mental Health Counsellor	2	8 Months	Full-time	Rs.30,000-Rs.35,000 Per Month

POST OF YOUTH MENTAL HEALTH COUNSELLOR

Job Profile:

- Offer counselling services to young individuals over chat and email
- Document and maintain records of chats and emails
- Generate reports based on the documentation of chats and emails
- Participate in ongoing training and supervision
- Prepare protocols and practice guidelines
- Liaise and coordinate with the counselling team and the project officer
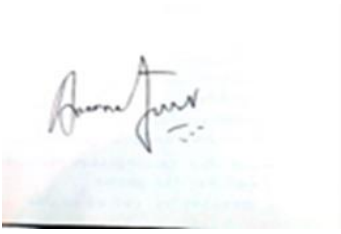
Desirous Candidates should:

- 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 counselling 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 text-based mediums 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 the stipulated timelines and proactively communicate

Interested candidates may send a cover letter explaining their suitability for the role, along with their resume, to icall.zoomcares@gmail.com with the subject line "**Application for the post of Youth Mental Health Counsellor**". The last date of application is 06/06/2025. Late applications shall not be entertained. Only shortlisted candidates will be called for an interview.

For enquiries, contact;

icallhelpline@gmail.com

Programme Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Science