Vacancy for the post of Programme Officer at a helpline being set up by Shantilal Shanghvi Foundation (SSF), with the working title Project Illuminate

About SSF:
India is facing a serious mental health crisis with >70 million individuals suffering from depression and anxiety. Additionally, strong social stigma towards these mental health disorders coupled with lack of trained professionals and inadequate public funding for mental healthcare, disproportionately impact those from marginalized communities in India. Access to mental healthcare systems is restricted even more with limited non-profits serving in this area and a fragmented public healthcare system.

Furthermore, in light of the COVID-19 pandemic and other unfortunate events across the country, it has become more important now than ever before to address mental health issues, specifically concerns pertaining to depression and anxiety.

Shantilal Shanghvi Foundation (SSF) is the family foundation of Mr. Dilip Shanghvi, Founder and MD of Sun Pharmaceutical Industries Limited. SSF’s primary focus is on healthcare and education. Within the healthcare vertical, led by Ms. Vidhi Shanghvi, the foundation is looking to deploy a beneficiary-centric intervention, empowering individuals to take charge of their mental health and facilitate access to quality mental healthcare services. SSF aims to achieve this by providing a combination of on-ground and tech-enabled, holistic mental health solutions.

Intervention Details:
Adolescents and youth are often referred as ‘the demographic dividend’ as they constitute 40% of India’s population.1 In their journey towards adulthood, adolescents and young people face significant risks related to health, including sexual and reproductive health, poverty, education, common mental disorders, suicide, consumption of substances etc.2 In recognition of these concerns, SSF is initiating a call-based and digital intervention that will dedicatedly cater to the concerns of adolescents and young people belonging to underserved sections of society, in the areas of depression and anxiety.

1 NFHS-4
2 MoHFW, 2010
The interventions will also cater to family members and other individuals forming part of their support system. While the pilot will focus on Mumbai initially, SSF intends to scale this intervention to other parts of the country. In due course of time SSF will also pilot and integrate an on-ground intervention.

**About the helpline:**
The goal of the helpline is to serve adolescents and youth directly or indirectly impacted by depression and anxiety, and their respective support systems, through technology-assisted psychosocial counselling, information and referrals. The helpline aspires to extend these services specifically to beneficiaries from marginalized and underserved communities.

**Objectives:**
- To provide free and professional counselling services, accurate information and up-to-date resources to adolescents and youth impacted by depression and anxiety as well as their support systems/ care givers.
- To facilitate continuity of care by providing accurate referrals and have in place necessary emergency arrangements with public services such as the police, ambulance services and hospitals.
- To provide patient listening, and a respectful, emotionally supportive and non-judgmental counselling environment to the clients accessing services.
- To operate with the philosophy of beneficence and non-maleficence and persistently strive to benefit those seeking service and ensure to do no harm.
- To use language that is un-biased, empathetic, scientific and sensitized to individuals’ needs and preferences across social location, ethnic origin, gender, sexual orientation or any other such group-based characteristics.
- To ensure confidentiality and emphasize protection of an individual’s privacy so that their identity, respect and dignity is not compromised.
- To consciously respect the individuals’ autonomy, agency, rights and decision-making ability.
The helpline is being implemented with iCALL, Tata Institute of Social Sciences, Mumbai as the technical partner.

**Job profile – Programme Officer**

The candidate shall report directly to the Strategy and Operations Lead and the Founder, and shall assist with the following:

- Overseeing operations of the helpline
- Leading a team of counsellors as well as administrative staff
- Providing counselling over calls and emails
- Training and supervision of counsellors at the helpline
- Writing reports, newsletters research papers and coordinating with partner agencies
- Creating more visibility to the service & assisting in publicity efforts
- Cultivating relevant partnerships for the project
- Building and assisting in strategic planning & scaling up of the service

**Desirous candidates should:**

- Possess minimum a full-time Master’s Degree in Counselling or Clinical Psychology (MA/Msc) from a recognized and reputed University
- Have at least four to five years of counselling experience. Experience of leading a team/supervising mental health professionals would be an added advantage
- Speak English, Hindi and Marathi fluently
- Possess excellent English research and writing 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 on a regular basis

Preference shall be given to candidates based in Mumbai. Candidates not having an academic background in Counselling or Clinical Psychology need not apply. The position is for an initial period of two years, and will be extended depending on performance. Please note that this is a
full-time position and the candidate will be required to based out of Mumbai for the duration of their contract. Salary shall commensurate with candidate skills and experience.

Desirous candidates may send their résumé to projectilluminate@dasra.org before 14th June, 2020. Late applications shall not be entertained. Mention the name of the position you are applying for in the subject line. Shortlisted candidates will be called for an interview at TISS, Mumbai. The selected candidate would be required to join immediately after confirmation.

For enquiries, contact projectilluminate@dasra.org