TERMS OF REFERENCE - Community Emotional Well being Counsellor

The Job

Role: As Community Emotional Well being Counsellor in Swasti, the primary role is to establish, run and manage the emotional well-being services to the poor and marginalised communities under Swasti’s operations which may include people from all age groups and different walks of life residing in the community. This role is expected to assess the mental health counselling needs within the community, spread awareness of mental health issues to the broader public, set up the necessary systems, provide counselling services and also create referrals and linkages. The role will be working in two community setups which will be (1) the larger the community (2) community schools. All counsellors will undergo intensive training for both one-on-one and group therapy. They will also be supervised every week. Refresher training will also be provided. Given below are more specific roles and responsibilities

A. Community Mental Health Programme
   - Plan & Organise an assessment within the community on emotional wellbeing needs
   - Set up the systems to provide emotional wellbeing services
   - Provide counselling services and work with family members to provide necessary support
   - Manage reports and data pertaining to counselling services
   - Create partnerships and linkages for secondary and tertiary referrals for emotional wellbeing
   - Build capacities of team members to identify counselling cases in the community

B. School Mental Health Programme
   - Identify schools within the community to work with on School Mental Health Programme
   - Work in schools with school children, teachers and parents to improve mental health.
   - Conduct Need Assessment/Screening within the schools to identify mental health needs
   - Examine and counsel issues including bullying/cyber-bullying, depression, suicide and stress, self image, anger management, LGBTQ issues, trauma and abuse, relationships within the school context.
- Use one-on-one and group therapy where appropriate
- Work with families and schools around issues pertaining to the risk of child safety
- Refer children to other psychologists and services where appropriate
- Providing resources and information specific to the clients need
- Organize teacher circles and positive parenting programs
- Evaluate and improve counselling programs
- Gather and analyse data to measure results
- Constructing innovative mechanisms to provide mental and emotional support to the children we are not able to reach in schools
- Publicly working to eradicate stigma attached to mental health issues through advocacy and spreading awareness

Reports to:
- For Implementation: i4we Urban Gurgaon Community Wellness Director
- For technical assistance: Emotional Well being Enabler-Lead

Qualifications and experience

- Master's degree in counselling psychology
- Minimum 2 years of experience will be preferred
- Strong communication and listening skills both written and oral.
- Strong command of Hindi - verbal and written
- High level of professionalism and confidentiality
- Strong organisational skills, management and team working skills
- Strong working knowledge of microsoft word, excel, powerpoint. Knowledge of record keeping computer systems and programs is essential
- Experience in documenting and protecting patient information
- Ability to respond effectively to the needs of a diverse student pool
- Sound judgement and emotional intelligence
- Has non-judgemental and accepting attitude, is self aware and has strong rapport building skills
- Ability to employ systems thinking to come up with effective solution
Age and Gender: No restrictions

Work Ethics

- Timely delivery of tasks with focus on quality and consistency.
- Must work with a sense of urgency.
- Is expected to brief, shadow and deliver on high value communication products and support on all other communication products.
- Will ensure all external products are quality assured.
- Will ensure adequate coverage of all of Swasti’s work and credits given where due.
- Will be personally disciplined and show respect to organization values and traditions.
- Will invest in self development and demonstrate that investment in work norms and outputs.
- Will work to in a focused manner in nurturing and building talent in the Communications vertical.

General

The role is seen by the organization as being critical to achieving its strategic plan.

The ideal incumbent:

- Demonstrates a strong sense of community at the centre, and champion the cause of the development of and support to the Communications team within the organization.
- Enjoys managing all the communication process verticals as demanded by the role.
- Passionate and committed to handle teams in multiple locations and ensure that the organizational policies related to communication processes are met without any deviations.
- Competent at managing pressure and to assess and absorb information quickly.
- Demonstrates qualities of empathy and ability to go in depth of any internal communication related issue and where required flag to the People Process Partner for intervention.
- Open to new ideas and ways of doing work and achieving results.
- Demonstrate a high degree of creativity.
- Open to flexibility in working hours
- Able to build and sustain relationships and communication threads both within the organization, and the Catalyst Group organizations, and outside
- Demonstrates passion towards the organization's cause

**Geography:** Gurgaon

**Travel:**
- Travel to communities we work
- Intercity travel on need based

**Measurement**

The incumbent will be assessed by the reporting officer on the accomplishment and delivery of all components described.

The measurement will also include demonstrated elements of commitment, passion, accountability, ideation, flexibility, accessibility, and system and process management as well as the expected work ethics.

**Growth Opportunities**

The organization has an open policy of growth based on opportunity, demonstrated personal growth, and personal aspirations. It is not a norm that growth will take place vertically only. Growth is also seen as the organization being more inclusive in the incumbent's involvement in strategic organization growth. This position can
- Be part of the Synergy Excellence Assurance and Leveraging (SEAL) unit, which operates at the Group level
- Grow horizontally, in terms of providing support to the communication teams of the other Group organizations as they exist today or may come up in the future, or have an external facing role, in terms of developing communications as a practice area for other organizations in the development sector
- Grow vertically, in terms of being absorbed to the Governing Body

**Authority/Delegation:** Level 3 based on expertise

**Compensation:** As per organisation policy on cadre and grade
**Duration:** From April 2021 to March 2022 (subject to renewable based on performance)

Interested candidates please send your CVs and samples of your work to [workwithswasti@catalysts.org](mailto:workwithswasti@catalysts.org). Only shortlisted candidates will be contacted.