

Introduction

KHPT is a not-for-profit charitable entity that spearheads focused initiatives to improve the health and wellbeing of communities in India. In 2003, KHPT was founded with a mission to enhance the health and wellbeing of vulnerable communities and our journey started with the focus on reducing the prevalence of HIV in Karnataka, specifically among most at-risk populations. These interventions were evidence-driven, systematically planned, rigorously implemented, and monitored. We succeeded in scaling impact well beyond Karnataka and KHPT became a learning site for innovative approaches. We work primarily in the fields of Maternal, Neonatal & Child health (MNCH), Tuberculosis (TB), Adolescent Health (AH), and Comprehensive Primary Health Care (CPHC).

Under GPAAA program KHPT in collaboration with Government of Karnataka supporting the mental health interventions to address the critical gaps and strengthening mental health support services in Karnataka state using community-based strategies. We are seeking applications for the following position for this activity position.

Tele Counsellors:

Positions: 17

Location: Dharwad (7- Positions) & Kalburgi (10 positions), Karnataka

Qualification, Skills & Competencies

- Graduate & Post Graduate in relevant stream (**psychology or social work**)
- Experience in working with call centers/ counselling centers / tele counselling networks.
- Excels in using MS office and web-based information systems.
- Ability to make calls for 7 – 8 hours a day
- Excellent interpersonal and communication skills
- Proficient in local language

Roles and Responsibilities

- Counselling of Patients and their family members on health-related issues through telephone.
- Collect qualitative personal data through Telephoning patients as per the shared list by the district team or from call received.
- Collect service level feedback from patients or care givers.
- Follow-up with on-treatment of patients to track, Health of the patients and identify those needing early referral for medical or mental health issues
- Ensure daily tele-call averages are being met
- Schedule calls for in person health care workers home visit to patients' home
- Link relevant district Health care workers to in person home visit of patient's home.

13th Jul 2022



- Ensure daily call average of tele counsellors are being met
- Perform other duties as assigned by the supervisor

Reporting

The Tele Counsellor will be reporting to the **Tele Counsellor Supervisor** or person designated by them.

Remuneration

The remuneration for the above positions will be fixed in line with internal policies and market standards which will be set based on qualifications, relevant experience, budget availability and interview performance.

KHPT provides a safe working environment for all its employees, follows the principle of equal opportunity and encourages women applicants to apply. Also, individuals who are physically challenged with the required skills /knowledge and who are willing to travel are also encouraged to apply.

We will be following a systematic selection process to fill this position based on experience, competency, suitability, aptitude to work with our health programmes and in-depth knowledge of thematic areas we work. Only shortlisted candidates will be invited for an interview.

The above position demands excellent communication, interpersonal and computer skills and involves travel. Preference will be given to candidates with work experience in the relevant field and local candidates with the required expertise and skill sets.

How to apply

Interested candidates are requested to apply using the prescribed **KHPT Application Format** with a covering letter and email it to jobs@khpt.org. Candidates can download the format by clicking on '[Application Format](#)' or visit [our website](#) to download the format.

The application should reach on or before 27th Jul 2022

Please note that completed applications in the prescribed format will help us in shortlisting effectively.