

Job Description

About us:

At Clovemind, our mission is clear, to empower our community by providing accessible mental health and emotional well-being solutions round the clock. We passionately believe that emotional well-being is a fundamental human right, and we are committed to breaking down barriers and reducing stigma surrounding mental health.

Opening:

Mental health & wellbeing issues are amongst the most miscomprehended situations in recent times. We are hiring team members to change this! Consider joining us on our journey if you are eager to make a difference in people's lives.

Job Title: Helpline Counselor**About the Role:**

Helpline Counselor will be responsible to provide mental health & emotional support to in-bound callers. Work involves short-term crisis intervention, emotional first aid, supportive counselling services, and provide resources to the callers.

Job Responsibilities:

- Provide immediate support and intervention during moment of crisis with the aim to stabilize individuals in distress.
- Identify and assess individuals at risk of self-harm, providing appropriate intervention support, and educate callers about mental health issues and coping strategies
- Encourage callers to seek on-going mental health care from the therapists on the Clove App
- Uphold strict confidentiality standards to create a safe and trusting environment
- Documentation and record keeping of all the interactions accurately to maintain clarity and transparency.

Skills:

- Should be able to speak and write good English
- Should have empathy, active listening and clear communication skills
- Compassionate and non-judgemental
- Awareness and sensitive to cultural diversity and ability to support individuals from various backgrounds
- Strong customer service orientation, treating callers with dignity and respect
- Flexibility and adaptability to handle a variety of situations and different caller needs

Requirements:

- Mental health professionals with master's degree in psychology.
- Knowledge or internship experience in mental health crisis intervention techniques would be an added advantage.
- Applicant should be comfortable to work on a 12 hour rotational shift basis
- Work collaboratively with other helpline staff and share insights and support one another within the team.
- MIS & Reporting

Remuneration: As per industry standards

Joining: Immediate

Location: Bengaluru/ hybrid mode

Contact: Rajini Kadam (rajini.kadam@clovemind.com, +91 7757004733)