

16 June 2021

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).

KHPT working on bridging critical gaps and strengthening COVID-19 response in Karnataka state using community-based strategies seeking applications for the following position for this activity.

Tele Counsellor

Positions: Bangalore-17, Mysuru-10, Dharwad-10

Qualification, Skills & Competencies:

- Graduates in relevant stream (psychology, social work)
- Experience in working with call centers/ counselling centres/ 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;

Roles and Responsibilities:

- Counselling of Patients and their family members on health-related issues through tele calling
- Collect qualitative feedback through Tele-calling patients as per the shared list
- Collect service level feedback from patients
- Follow-up with on-treatment 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 counsellors for in-person visit to patients' home
- Ensure daily call average of in-person counsellors are being met
- Provide feedback on data quality of patients' detail being received via public as well as private
- Perform other duties as assigned by the supervisor

Note: Any additional responsibilities assigned by the Line Manager

Reporting: The Tele Counsellor will report to the Tele Counselor Supervisor

Salary: The salary for the above position is as per market standards and negotiable which will be fixed based on qualification, relevant experience, and interview performance.

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KHPT provides a safe working environment for all its employees; follows the principle of equal opportunity and encourages women applicants to apply. Also, physically challenged with required skills /knowledge and 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 programs. Only shortlisted candidates will be invited for an interview.

The above position demands excellent communication interpersonal /computer skills and involves travel. Preferences will be given to candidates who have work experience in the relevant field and local candidates with the required experience and skillsets.

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 21 June 2021.

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