



THE REPUBLIC OF UGANDA

## Ministry of Gender, Labour & Social Development

### EXTERNAL ADVERT

Ministry of Gender, Labour and Social Development (MoGLSD) in partnership with UNICEF, UNFPA and other stakeholders are running a 24/7 helpline call center for GBV and VAC called the SAUTI-116 helpline. The MGLSD under the SAUTI-116 is in the process of finalizing a new System that will handle both VAC and GBV by linking children, women and Men in need of care and protection to various services, such as shelter, children homes, legal aid and help in medical, psychosocial, and justice realms. The brand SAUTI (a Swahili word meaning "voice") emphasizes the importance of strengthening and safeguarding voices of all Ugandans especially the most vulnerable who are often unheard and denied protection and care. Ministry of Gender Labour and Social Development, invites applications from the general public to apply for the positions under the SAUTI-116 Helpline project below:

### JOB DESCRIPTION AND PERSON SPECIFICATIONS

**Job Title:** Call Centre Counselors (5)

**Number of Vacancies:** Five (5)

**Reports to:** Call Center Supervisors

**Purpose of the job:** Responsible for the management of the counseling sessions on line; and maintenance of all call centre equipment in good and working condition all the time.

Ensuring that cases are that come through the child help line are professionally handled, not prematurely closed off in the system, and ensuring that right information is captured from the clients into the system.

### Job duties and responsibilities:

- Manage the telephone service at the call centre.
- Offer online counseling to the clients who call the 116 (helpline).
- Ensure proper documentation of cases received through the call center.
- Ensure timely and appropriate reporting/escalating of cases that need further intervention to the supervisor.

- Refer clients (both children and adults) calling in for various reasons to appropriate services as per the available referral information.
- Give accurate and appropriate information/feedback to the clients.
- Ensure confidentiality is upheld at all times during and after the counseling sessions.
- Participate in the surveys/trainings and learning that shall be conducted at the facility from time to time.
- Ensure information collected from clients is accurate and adequate for the case workers to engage on it.

**Qualifications:**

- Must have a degree in humanities (SWSA, social sciences, development studies, psychology) from a reputable institution.
- Minimum 2 years working experience in the field of CP and/or GBV. Experience working in a call center setting and in a similar position will be an added advantage.
- Additional training in counseling is highly desirable.
- Certificate in Child protection or GBV will be an added advantage.

**Competencies:**

- Ability to work as part of a team.
- Must be computer literate (able to use MS Word and to type a minimum of 25WPM).
- Good interpersonal and communication skills.
- Excellent time management skills.
- Good command of English and must be able to speak a minimum of two local languages.
- Good problem solving skills.
- Ability to work for long and unconventional hours/days.

**Note: desired local languages include Pokot, Arabic, Lukonzo, Langi, Madi, Alur, Sabiny, Lingala, Ikaramajong, Lugisu and Kiswahili**

**Job Title: Counseling Assistant (4)**  
**Number of Vacancies: Four (4)**  
**Reports to: Call Center Supervisors or Case work supervisor**

**Job duties and responsibilities:**

- Provide Helpline phone coverage on assigned shift and on others as needed.
- Respond appropriately to helpline caller requests for counseling, information and/or community services and refers callers to existing community resources based on eligibility, geographic location, availability, and appropriateness.
- Maintain accurate documentation of caller data in accordance with agency guidelines.

- Participate in pre-service and in-service training sessions as requested.
- Ensure information collected from clients is accurate and adequate for the case workers to engage on it.
- Ensure timely and appropriate reporting/escalating of cases that need further intervention to the supervisor.
- Maintain the equipment under your charge in good working condition.
- Represents the helpline in the community and assists with public relations efforts as requested.

### **Qualifications:**

- Must have a degree in humanities (SWSA, social sciences, development studies, psychology) from a reputable institution.
- Minimum 2 years working experience in the field of CP and/or GBV. Experience working in a call center setting and in a similar position will be an added advantage.
- Additional training in counseling is highly desirable.
- Certificate in Child protection or GBV will be an added advantage.

### **Competencies:**

- Ability to work as part of a team.
- Must be computer literate (able to use MS Word and to type a minimum of 25WPM).
- Good interpersonal and communication skills.
- Excellent time management skills.
- Good command of English and must be able to speak a minimum of two local languages.
- Good problem solving skills.
- Ability to work for long and unconventional hours/days.

**Note: desired local languages include Lugbara, Pokot, Arabic, Lukonzo, Acholi, Langi, Madi, Alur, Sabiny, Lingala, Ikaramajong, Samia, Lugisu and Kiswahili.**

**Job Title:** Janitor  
**Number of Vacancies:** One (1)  
**Reports to:** Office Assistant  
**Purpose of the job:** Ensure general cleanliness of the premises.

### **Job duties and responsibilities:**

- General cleaning of the building and keeping it maintained and in good condition.
- Sweep and mop floors.
- Cleaning and stock restrooms.
- Ensure doors are locked after hours.
- Clean up spills with appropriate equipment.

- Perform minor repairs.
- Notify supervisors or managers of major repairs.

**Qualifications:**

- One year's experience doing similar work in a reputable organization. Ability to ride a motorcycle will be an added advantage.

**Competencies:**

- Excellent interpersonal skills.
- Excellent communication skills.
- Good command of English.
- Ability to work long and unconventional hours/days.

**Job Title:** Office Attendant

**Number of Vacancies:** One (1)

**Reports to:** Coordinator

**Purpose of the job:** Oversee staff welfare and general cleanliness of the premises.

**Job duties and responsibilities:**

- Files and mail delivered to right destinations.
- Office equipment cleaned and maintained.
- Teas and coffee and snacks served to members of staff.
- Kitchen cleaned.
- Windows and glass partitions cleaned.
- Cutlery cleaned.
- Garbage and trash containers cleaned.
- Kitchen rugs washed regularly.
- Projection of quantities for kitchen supplies prepared.

**Qualifications:**

- Minimum of an 'O' level certificate
- One year's experience doing similar work in a reputable organization. Ability to ride a motorcycle will be an added advantage.

**Competencies:**

- Excellent interpersonal skills.
- Excellent communication skills.
- Good command of English.
- Ability to work long and unconventional hours/days.

**APPLICATION PROCEDURE:**

Those who are interested and meet the requirements please apply to the, Permanent Secretary Ministry of Gender, Labour & Social Developments and deliver your applications to Security Registry by **15<sup>th</sup> September 2021**.