



TERMS OF REFERENCE

SMS HOTLINE COUNSELORS (PACT PROJECT) – SKILLSHARE CONSORTIUM

Organization:	Skillshare Led Consortium
Job Title	SMS Hotline Counsellor–(PACT) Skillshare Consortium
Department:	Project Management – Hotline hosting Unit
Reports To:	Project Product Development Officer
Level of Effort	100%
Available Posts:	8 vacancies
Location(s)	Maseru (Lesotho)
Terms	13 months engagement Commences 1 July 2017 and ends 31 June 2018

Job Purpose

To operate the My Advice Centre SMS Hotline and Social Media Platforms for the SKL Led Consortium Pact Project (*Stepping up universal access: A multi-Sectoral partnership to HIV prevention at the community level*), that focuses on upscaling AGYW Prevention interventions and access to health services across the four districts in Lesotho being Mafeteng, Mochale's Hoek, Qacha's Nek and Quthing.

Main Duties and Responsibilities:

- To provide Short Message Service (SMS) professional counselling services using the SKL 'My Advice Centre' SMS Hotline
- Refer the 'My Advice Centre' SMS Hotline clients to appropriate service providers for further support and assistance
- Continuously update the SKL led Consortium social media pages with updates from the Peer educators weekly sessions and other community

- events
- Facilitate discussions and themes within the SKL Led Consortium Test for your Team online campaign
- Provide urgent, readily available end to end sms response to the 'My Advice Centre' SMS hotline ensuring that people who are most dire need are supported quickest.
- Support the Project Product Development Officer in conducting continuous Testing and modification of the 'My Advice Centre' SMS Line system to ensure that it operates reliably at all times.
- Ensure constant downloading of the system report data for compilation of weekly reports by the Hotline hosting unit.
- Conduct strategic follow-ups with referred clients to ensure that they have accessed services for which they were referred for.
- To undertake any other duties as may be required from time to time which are commensurate with the role.

Academic Qualifications

- Minimum of a diploma in counselling, Marketing or related courses.

Expertise and Skills

- Good communication skills
- Competency in using computer packages like Word, excel and PowerPoint
- Strong problem solving, organizational and time management skills
- Strong Self-development skills to keep up to date with the fast changing technology trends
- Accuracy and attention to details
- Ability to work with large amounts of information and see the bigger picture
- Strong critical thinking skills
- Ability to work effectively both independently and in a team environment, with highly collaborative cross-functional teams
- Proven experience of working at call centres or related jobs.
- Exceptional verbal, written and presentation skills
- Ability to work with large and diverse teams of young people
- Ability to work in a multi-ethnic and multi-cultural setting

HOW TO APPLY:

Please submit a current CV, along with a cover letter that addresses how you meet the necessary qualifications and outlines why you want to work for Skillshare Lesotho, to info@skillshare.org.ls and copy maboiteljobo@yahoo.co.uk and john.t@skillshare.org.ls.

Please include " Hotline SMS Counsellors" in the subject line of the email.

OR

Complete an online application form on the Skillshare Lesotho website www.skillshare.org.ls

For hand delivered applications:

Address the Applications to the;

**Executive Director
Skillshare Lesotho
PO.BOX 269
Maseru,
42b Old Europa,
UN Road,
Opposite Maseru Golf Club**

Deadline for applications: 16th June 2017 at 4:00PM.