



JOB FRAMEWORK

Contact Centre Counsellor

Sunaulo Parivar Nepal (SPN) is Non-Government Organization delivering Family Planning and Sexual Reproductive Health services through-out Nepal via different service delivery channels: centres, outreach and Marie Stopes (MS) Ladies. It is the local implementing partner of Marie Stopes International (MSI), UK, a global social business providing reproductive health services across the world with a mission of ensuring every individual's fundamental right to have children by choice, not chance.

Job Title:	Location:	Reporting to:	Probationary Period:
Contact Centre Counsellor	Support Office- Kathmandu	Contact Centre Officer	6 months

It has been long time that SPN/MSI is operating contact centres and informing people about SPN. The main objective of contact centre is to disseminate accurate, reliable and informed knowledge about sexual and reproductive health including massive promotion of its product and brand.

The contact centre staffs are responsible to relay information on SPN and attend calls from clients or people with very special competencies. The person should have accurate knowledge on sexual and reproductive health and its components like relationship, contraceptives, safe abortion, etc. She should be aware of Marie Stopes International Nepal working strategies and its brand. It is essential that contact centre personnel have strong interpersonal skills, be organized, able to problem solve, and have a strong sense of the importance of their function to the organization.

It is a role requirement that the job holder must fully comply with promote and live the following core values of the organization

Mission driven	Client centered	Accountable	Courageous	Resilient	Inclusive
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The below responsibilities are included for the position, but not limited to.

Key Responsibilities	Measure
Provide accurate information, about sexual and reproductive health (SRH) issues such as family planning, safe abortion, sexually transmitted infections, cervical cancer screening, fertility, menstrual regulation and other SRH services.	Number of callers counseled, informed, and referred monthly basis. Report generated by the system.
Perform outbound call for Outreach, MS Ladies, Centres, client requested for call in message and as per need for different marketing and social media campaign.	
Inform and counsel about family planning services, camps, detail information on family planning devices, clear myths and misconception related to FP Provide accurate information and advice to the clients for coping with minor discomfort/complication outlining with the	



common minor discomforts/complication that the clients usually face after receiving the FP service they have received	
Counseling clients regarding sexual and reproductive health addressing present or future challenges Adolescent and Youth SRH issues, include the issues of LGBTQIA Counsel and inform clients about SGBV and report it in the system. Motivate clients for informing/reporting us about any kind of problem/complication they are facing.	Evaluation of quality of counseling through satisfied clients/callers/listening the record
Massive information dissemination regarding Marie Stopes Nepal branding and Service Delivery Channels.	Report generated by the system
Participate in the different health campaign run by MoHP	
Follow up for services: MS Ladies, Outreach, Centres, and Pharmacy.	Preparing final monthly report
Maintaining proper data entry in database software i.e. C3, Contact Centre Management Information System (MIS), presenting regular reports.	Preparing report with call details and update on callers, their objective of call in monthly report.
Referral of Clients or callers facing complication to relation to concerned referral sites and report to MDT for further follow up.	Regular entry of referral in data base
Refer the caller for services to different service site: Marie Stopes Channels, government health facilities, private health facilities and other.	Monthly referral report
Eliminate or solve caller's problems or issues whether it is through phone call, email, Facebook page, WhatsApp, Viber, IMO, Instagram and face to face counseling.	MDT should monitor in these issues.

Qualifications:

- ANM/ Health related qualification

Skills and Experience

- Experience of counselling MSC clients
- Experience of using computers
- Good communication skills with ability to communicate clearly in Nepali and other local language
- Knowledge of and commitment to customer service principles and practices
- Good data entry and typing skills
- Comfortable talking about a wide range of sexual issues with men, women and youth
- Non-judgmental approach to sex and relationships
- Active listener
- Empathetic to client
- Ability to deal with conflict and difficult callers
- Attention to detail
- Passionate commitment to SPN/Marie Stopes Nepal vision and values