



Call for Counselors: My Age Zimbabwe Hotline Support

My Age Zimbabwe is a youth-led organization that focuses on increasing the Health, Rights and Well-being of young people in Zimbabwe. My Age Zimbabwe is seeking Two (2) dynamic and experienced counselors to manage our hotline, providing support to adolescent girls and young women in Zimbabwe. Counselors will play a crucial role in managing My Age Zimbabwe hotline offering counselling services and referring clients for essential services.

Responsibilities:

- ✓ Answer hotline calls, providing emotional support and counselling to Adolescent Girls and Young Women seeking SRHR and related services.
- ✓ Assess client needs, provide guidance, and refer them to appropriate health facilities that offer the services that are relevant to their needs.
- ✓ Maintain confidentiality, accuracy, and thoroughness in documentation.
- ✓ Collaborate with team members, stakeholders, and partners to ensure comprehensive support.
- ✓ Participate in training, supervision, and quality improvement initiatives.
- ✓ Documentation and record keeping, maintain accurate records of clients reached, ensuring confidentiality and data privacy.
- ✓ Representing My Age Zimbabwe in local, regional and international platforms.

Requirements:

- ❖ Between the ages of 24-30 years
- ❖ A degree or diploma in Psychology, Social Work, Counseling, or related field
- ❖ Early to Mid-level carrier working with young people in the SRHR field, preferably in a counseling or support role.
- ❖ Strong understanding of adolescent development, Sexual Reproductive Health, gender issues, and Stakeholders
- ❖ Understanding of the issues surrounding provision of reproductive health care services
- ❖ Excellent communication, active listening, and counseling skills
- ❖ Ability to work independently and as part of a team
- ❖ Familiarity with hotline operations and technology (desirable)

How to Apply:



If you are a motivated and empathetic individual with a passion for supporting the well-being of Adolescent Girls and Young Women, please submit your application online on the email recruitment@myagezimbabwe.org and for more information visit our website: www.myagezimbabwe.org

Submit the following:

1. Completed application form (incomplete applications will not be considered)
2. Updated CV, including two contactable references
3. Expression of interest letter (maximum one page)
4. Copies of your academic certificate(s) and transcripts

Email To: recruitment@myagezimbabwe.org

Deadline: 16 September 2024

My Age Zimbabwe is a fair employer committed to creating a diverse and inclusive working environment. Our hiring, promotion and retention practices reflect this commitment. Report any discrimination or harassment, report to safeguarding@myagezimbabwe.org

Thank you!!!