



## **VACANCY ANNOUNCEMENT**

### **POSITION: Muvubuka Toll Free Helpline Attendant - Locum**

**Naguru Teenage Information and Health Centre (NTIHC)** has worked in the field of adolescent sexual and reproductive health and rights (ASRHR) for almost 3 decades, implementing a youth friendly responsive model of ASRHR services. Established in 1994, NTIHC is a pioneer adolescent health program in Uganda established to provide “Youth Friendly Responsive” ASRHR services and information, primarily targeting young people 10-24 years.

Naguru Teenage Center (NTC) seeks to engage a qualified individual to attend to the Muvubuka Toll Free Helpline. **Applicants should be able to speak English and Madi, Acholi or Lugbara and should be ready to start work on 1<sup>st</sup> November 2024.**

#### **Role overview:**

To support delivery of toll-free helpline services for promotional and advocacy work across all projects by attending to calls on issues of SRH/SGBV as appropriate. Candidates should be able to work closely with the project team to deliver appropriate SRH/GBV information and advocacy. The following are specific duties and responsibilities;

- Take calls and provide accurate, satisfactory answers to the queries and concerns of the young people.
- Escalate situations and calls that might require support of senior officers with Naguru Teenage center or the clinic.
- Take lead on promotional and marketing initiatives for the helpline.
- Make necessary “on call” referrals as might be required.
- Record all client data as shall be required by the various data tools.
- Prepare monthly reports
- Maintain a database of call directory.
- Manage and routinely update the online referral directory.
- Collaborate with other staff improve toll free service.
- Contribute to organizational learning and enhanced capacity in planned intervention and activities by providing feedback to the team on things and areas that are to be improved.
- Gather information on the impact of the toll free work in the communities.

#### **Working environment:**

- NTC operates in a full-spectrum programming. This means that the organization implements its programs in both Development and Humanitarian settings in West Nile’ and Acholi sub regions. Work officially starts at 8:30am. NTC follows a five (5) day 40 hours work week schedule. The person will be expected to adhere to NTC working schedules.

#### **Supervision, work relations & oversight**

- The Person will report to the BCC/Advocacy Manager for direct supervision. They will work in close cooperation with the SBCC/Advocacy officer, communications and ultimately the Head of Programs. Programme Manager.

## **Duration**

- This is a Temporary two months' Locum engagement with a possibility of renewal subject to satisfactory performance and availability of funds.

## **Location**

- The position will be based at our Head Office at Bugolobi - Kampala but may be required to work within any project of NTIHC located anywhere in Uganda or once in a while, travel to our implementation Districts might be required. Travel expenses will be covered following NTC rates.

## **Qualifications and skills**

The candidate should possess the following skills and qualifications:

### **Education and Training Requirements**

- Minimum of a diploma in either Counselling, Mass communication or any other related field.
- Training in Customer care, Public relations, secretarial studies, Marketing or Journalism from a recognized institution.
- Should be computer literate with knowledge of the current technology
- Possession of certificates in SRH/GBV is an added advantage

### **Other relevant skills**

- Good communication and listening skills
- ICT skills
- Strong organizational and multi-tasking skills
- Excellent analytical and problem-solving abilities
- Documentation, reporting
- Attention to details
- Time management skills with the ability to meet deadlines

### **Experience Requirements**

- Should also have previous working experience in the field
- Should be able to speak **English and Madi, Acholi or Lugbara**

Interested individuals should apply to the Head of Human Resource, Naguru Teenage Centre. Applications should be submitted along with a CV with at least three referees and their day time contacts, academic documents and certificates. Only Soft copy applications should be submitted to [recruitment@ntihc.or.ug](mailto:recruitment@ntihc.or.ug). Hard copy applications will not be accepted.

### **Closing date 18<sup>th</sup> October 2024.**

Only shortlisted Candidates will be contacted. For further viewing, visit our website at [www.ntihc.or.ug](http://www.ntihc.or.ug).