

GOVERNMENT OF TELANGANA
O/o the District Medical & Health Officer
Hyderabad District

NOTIFICATION

Lr.No.199/E1/2019 Dated: 07-10-2019

Walk-in-Interview will be conducted to fill up 03 posts of **HELP DESK COUNSELLORS** (PART TIME) temporarily on contract basis under National Health Mission to work at Gandhi hospital under NHM of Hyderabad District under the control of the DM&HO, Hyderabad on 17.10.2019 at 10.30 AM at Conference Hall of District Collectorate, Abids, Hyderabad. Interested eligible candidates may attend the Walk-in-Interview along with all Original certificates.

Application forms, Guidelines, details of salary and vacant roster points can be downloaded from the District Official Website www.hyderabad.telangana.gov.in.

NOTE : Vacancies available as on the date of Walk-in-Interview will be filled up.

Sd/-
COLLECTOR & DISTRICT MAGISTRATE,
HYDERABAD DISTRICT

GOVERNMENT OF TELANGANA
OFFICE OF THE DISTRICT MEDICAL & HEALTH OFFICER, HYDERABAD DISTRICT

NOTIFICATION No. 1060/NHM/DMHO/HYD/ 2019, Dt:05-10-2019

APPLICATION TO THE POST OF **HELP DESK COUNSELLORS** TEMPORARILY ON
CONTRACT BASIS UNDER NATIONAL HEALTH MISSION.

APPLICATION FORM

REGISTRATION NO:
(TO BE FILLED BY THE OFFICE)

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1.	Name of the candidate		Paste Photograph here and sign across it												
2.a	Name of the Father														
2.b	Name of husband/ wife (if married)														
3.	Sex														
4.	Date of Birth														
5.	Social Status (Please tick)	<table border="1" style="display: inline-table; border-collapse: collapse;"><tr><td style="width: 20px; text-align: center;">OC</td><td style="width: 20px; text-align: center;">BC A</td><td style="width: 20px; text-align: center;">BC B</td><td style="width: 20px; text-align: center;">BC C</td><td style="width: 20px; text-align: center;">BC D</td><td style="width: 20px; text-align: center;">BC E</td><td style="width: 20px; text-align: center;">SC</td><td style="width: 20px; text-align: center;">ST</td></tr></table>						OC	BC A	BC B	BC C	BC D	BC E	SC	ST
OC	BC A	BC B	BC C	BC D	BC E	SC	ST								
6.	Whether Physically handicapped (Please tick)	YES / NO (If yes, enclose certificate)													
6(a)	If yes please mention category (Please tick)	HH/OH/VH													
7.	Whether Ex-Service man / woman	YES / NO (If yes, enclose certificate)													

DETAILS OF SCHOOL EDUCATION:

CLASS	YEAR OF PASSING	DISTRICT IN WHICH STUDIED
IV		
V		
VI		
VII		
VIII		
IX		
X		

DISTRICT TO WHICH CANDIDATE BELONGS, AS PER PRESIDENTIAL ORDER

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EDUCATIONAL QUALIFICATIONS

QUALIFICATION	YEAR OF PASSING	NAME OF THE BOARD/UNIVERSITY

MARKS OBTAINED IN THE QUALIFYING EXAMINATION

Qualifying Examination	Total Marks	Marks Obtained	% of Marks Obtained
Total Marks			

PERSONAL DETAILS

*Name :
*Father Name :
*Husband Name :
*House No. :
*Street :
*Village/Town :
*District :
*Pin code :
*Mobile No. : 1) 2)
*E-mail ID :

DECLARATION

I, Sri/Smt/Kum.D/S/W/o..... certify that the above particulars furnished by me are correct to the best of my knowledge. I also agree that in the event of any of the particulars furnished in my application being found to be incorrect or false, at a later date, my candidature will be cancelled summarily.

NAME AND SIGNATURE OF THE
CANDIDATE

GUIDELINES FOR RECRUITMENT OF HELP DESK COUNSELLORS

One of the strategies to respond immediately to the high risk cases that have been referred to a higher facility for management is avoiding any kind of delays in taking decision and providing services at the facility. In this direction, by establishing Help Desks in major hospitals receiving high referrals of high risk cases the delays can be drastically reduced.

Considering the high delivery load, capacity and experience of managing high risk cases, it is proposed that the Help desks will be established at Gandhi Hospital, Hyderabad.

Roles and Responsibilities: It is important that the help desk staff and the hospital in which the help desk is established should understand the roles and responsibilities of each other while providing services to the referred individual.

The roles and responsibilities of the facility in which the help desk is established

- Provide appropriate place and space for establishing help desk in the hospital
- Train the help desk staff in identifying and understanding potential high risks for which referrals are made from primary and secondary health care facilities
- Prepare duty roster to the help desk counsellors
- Support the help desk staff in coordination activities between the referred and receiving facility
- Receive and respond to the alerts provided by the help desk
- Maintain in-referral register to document all referred clients at the facility
- Receive reports and support in analysis of the referral data
- Review the performance and the records of the help desk staff every month
- Submit reports to the State on a monthly basis

The roles and responsibilities of the help desk staff

- Receive phone calls from referring facilities and triage the cases as per the need
- The counsellors of the help desk will arrange for the specialist (Ob/Gyn, General Physician, General Surgeon, Anaesthetist etc) as per the requirement
- Sends alerts to the LR/ HDU or OT staff about the referral case
- Ensures availability of blood or blood products and essential medicines even before the client reaches the hospital to seek service.
- Ensures that the stretcher is ready to receive the patient immediately
- Provides a direct entry to the LR/ High Dependency Unit/ OT as per the case requirement
- Keeps prepared all documents including consent forms
- Documents all in-referral and out-referral cases
- Maintains high risk, in-referral and out-referral registers
- Analyze case categories of all referrals
- Submits reports to the facility in charge

The counsellors shall be appointed on contractual basis temporarily for one year by the existing district committees, these counsellors will work in three shifts (1st shift - 08:00 am to 2:00 pm, 2nd shift - 2:00 pm to 8:00 pm and 3rd shift - 8:00 pm to 8:00 am) to provide round the clock services at Gandhi Hospital. A clear undertaking from the counsellors obliging to all terms specified in the contract shall be taken by the appointing authority for a period of one year.

The other terms and conditions specified in the regular contractual posts of DME/TVVP/NHM shall apply.

The guidelines for the recruitment is as follows:-

AGE

The minimum age is (18) years and maximum age (44) years shall be reckoned as on 31.07.2019 with relaxations allotted for maximum age limit as per rules relaxation is as follows:

- 1) For SC's ST's & BC's (Five) Year
- 2) For Ex-Service men (3) years in addition to the length of service in armed forces.
- 3) Disable persons (10) years.

Selections will be done based on the following criteria.

- a) Total Marks are 100 of which 90 marks will be allotted basing on the marks obtained in qualifying examination and 10 maximum marks will be awarded for the age. Weightage for age reckoned from 18 of age of the candidate. 0.5 marks will be awarded for one completed year of age with a maximum of 10 marks. The will be reckoned as on 31.07.2019 (Example 1. If the candidate completes 20 years as on 31-07-2019, he will be awarded 1.0 mark; Example 2. If a candidate completes 30 years of age as on 31-12-2018, he will be awarded 6.0 marks; Example 3. If a candidate completes 40 years of age as on 31-12-2018, he/she will be awarded 10.0 marks).
- b) Merit list will be prepared based on the marks obtained with above criteria and displayed on website for transparency and also for calling objections.
- c) Selection list will be prepared from the finalized merit list duly following the rule of reservation and presidential order.

Rule of Reservation.

- 1) Rules of Reservation in respect of Community, Disability, Ex-Service Men/ Women shall be strictly observed as per the A.P. State and Subordinate Service Rules 1996, (adopted by Telangana Government) read with the relevant Specific Rules applicable.
- 2) The Rule of Reservation to Local candidate is applicable as per Presidential Order.
- 3) These vacancies are initially filled for the year 2019-2020 and liable to be terminated earlier, as and when regular candidate posted / regular candidate return for duty / on grounds of poor performance / for any other reasons as Chairman of District Selection Committee deems fit.

Remuneration:

Sl. No.	Designation	Sanctioned	Salary approved
1	Help-desk Counselors	03	Rs.10,000/-

EDUCATIONAL QUALIFICATION:

Sl. No.	Name of the Service	Educational Qualifications
1	Help-desk Counselors	1. Bachelors degree in Social work/psychology/ sociology OR 2. Any degree with minimum six months to one year of experience in counseling 3. Ability to write and speak in Telugu, Hindi and English 4. Must have basic computer skills

All the guidelines and application forms will be available in the District Official Website www.hyderabad.telangana.gov.in.

**Sd/- Dr. J. Venkati, MBBS, DGO
District Medical & Health Officer,
Hyderabad District**