

Position Title:

Counselor

Objective:

The overall objective of the counselor is to Counsel Couples to ease fears and anxieties and not to have unreasonable expectations from the ART (or have realistic expectations) and help in decision making after discussing all options.

Overall Job Description

1. Counseling all IVF and IUI advised patients - At the time of stimulation, before and after OPU, ET and during BETA HCG, (If negative or positive).
2. Prepare the patient for treatment by identifying & counseling them for the stress, anxiety, fear or any other emotional trauma they are going through
3. Perform psychological screening & counsel Oocyte donors regarding the donation
4. Follow up calls for the Patients with failed IUI / ICSI cycles with the objective of helping them to cope up with the loss and assist them in taking the right decision.
5. Organize and facilitate support group meetings for IVF advised and negative Bhcg patients with the objective of providing emotional, psychological support & address their concerns
6. Enable the patients to overcome mindsets towards infertility issues and treatments
7. Be a part of monthly clinical meetings at the centre and present the work
8. Share the counseling data/reports periodically to the reporting manager
9. Maintain the database of patients & document the same in SIVIS
10. To measure and achieve effectiveness of goals set from time to time
11. Maintaining patient focus on all times and answering to patient enquiries by using the standard guidelines
12. Assisting management and Team manager with any assigned special projects and providing backup to the counseling department when required

Essential:

Qualification: Masters Degree in counseling

Computer Proficiency: Mandatory

Communication: Regional language of the state & Hindi and English is mandatory

Desirable:

1. Willingness to discover and develop
2. Friendly, Polite and tactful attitude
3. Excellent communication and good presentation skill
4. Ability to cope up with multiple projects and deadline
5. Ability to motivate and energize the fellow team member
6. Ability to tackle with diverse customers
7. Ability to coordinate and collaborate with the other department