

# Major Responsibilities of Counselors as per ToR 3312/H&FW, 12<sup>th</sup> Mar'21



**National Health Mission**  
**Deptt. of Health & Family Welfare**  
Govt. of Odisha.  
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## Objectives

- **To have better understanding about different responsibilities of integrated counselors.**
- **To have common understanding about following responsibilities.**
  1. Counseling services
  2. Facilitation and hand holding services.
  3. Grievance Redressal.
  4. Exit interview.

## Group Work

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• <b>Group:1</b><br/>Counseling services</li> </ul>                     | <ul style="list-style-type: none"> <li>• <b>Group:3</b><br/>Grievance Redressal.</li> </ul> |
| <ul style="list-style-type: none"> <li>• <b>Group:2</b><br/>Facilitation and hand holding services.</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Group:4</b><br/>Exit interview.</li> </ul>      |

## Overall Responsibility

### **Counseling services:**

Patients are coming directly to the ICC/referral from various OPDs / IPDs to conduct counseling sessions.

### **Category of patients:**

- Counseling sessions for adolescents coming to SHRADDHA clinics.
- Ante natal & Post natal cases on key service deliveries related to RMNCH.
- Patients having potential risk of various NCDs.
- Clients willing for cessation of various forms of tobaccos.
- Counseling related to HIV/AIDS.

### **Out Reach activities:**

- Counselors are required to visit field for domiciliary counseling.

**Cont.****2. Facilitation & Hand holding support services:**

- Facilitate OPD & IPD cases for availing required services without any difficulty at hospital.
- Make appropriate linkages of adolescents as per the recommendation of the MO.
- Counsel delivery cases for 48 hours stay.
- Extend counseling services to pregnant woman in PMSMA day
- Coordinate NCD, NPHCE, NTCP & NPPCD program related cases to avail services at appropriate OPDs/IPDs.
- Guide clients who required for ICTC service at ICTC centre.
- Coordinate and plans for IEC activities on life style modification.
- Coordinate for Tobacco cessation counseling with focus group discussion.

**Cont.****3. Grievance Redressal:**

- Facilitate grievance redressal related to RMNCAH+N services.
- Facilitate any grievance redressal related to HIV/AIDS, NPCDCS, NPHCE, NTCP & NPPCD programmes

**4. Exit Interview:**

- Guide the help volunteers for conducting patient satisfaction study of patients.
- 10% of the exit interviews will be done by counsellor to assess the reliability
- To compile / consolidate data to find out inferences of the exit interview.

**5. Programme Reporting:**

- Submit monthly report to DPHO / ADPHO-FW through proper channel.

**6. Any other responsibilities as assigned by the reporting authority.**

## **Administrative Setup**

- **Time table:** ICC will be opened from 9 am to 5 pm with 1 hour lunch break. All above activities has to be conducted in rotation basis of existing counselors.
- **Reporting Authority: DMO-cum-MS**
- **Reviewing Authority: DPM**
- **Administrative Head: CDM&PHO**
- **Programme Mentors:** ADPHO(FW), DPHO, DPM, DMRCH, AM-RBSK&RKSK & different programme nodal officers / Consultants.
- **Office Arrangement: Integrated counseling center, DHH.**

***Thank You***