SEEFAR

Counsellor Roster

Summary

Languages: One of 12 roster languages (Pashto, Dari, Levantine Arabic, Sudanese Arabic, Bengali, Egyptian Arabic, Urdu, Moroccan Darija, Iraqi Arabic, Kurdish Sorani, Kurdish Badini and Somali), plus English and/or Arabic and/or French.

Role: Remote one-to-one counselling, by phone, WhatsApp, Signal or Telegram for people considering irregular migration or already on the move.

Based: Remote, from anywhere.

Roster: Unpaid standby pool from January 2027 to May 2029. Joining is not a job offer.

Reports to: Project Coordinator, or a team leader on larger campaigns.

Contract: Consultancy contract per campaign.

Why this roster

New Pathways to Resilience (NPR) is a three-year project funded by the EU's Asylum, Migration and Integration Fund (AMIF). It is built around Seefar's Crisis Adaptation Mechanism (CAM), which lets the project respond when migration patterns shift. When a monitored indicator crosses its threshold, a campaign may be activated for a new audience or language, and Seefar then has two weeks to launch it. That is too short to recruit from scratch, so we keep an unpaid standby pool of vetted Counsellors, Social Media Officers and Monitoring Officers for 12 languages, ready to be contracted the moment a campaign is approved.

Who we are

Seefar Foundation is a social enterprise with a simple mission: to transform the lives of vulnerable people. Through programmes rooted in technology, psychology and behaviour change, we help people build the skills and confidence they need to make a positive contribution to their communities. It's how we support governments in finding solutions to challenges around irregular migration, poverty, human trafficking, violent extremism, access to justice, and more.

Our exceptional team of over 100 consultants are problem solvers and innovators, delivering programmes and high impact research. Together, we solve difficult, high impact problems for governments and NGOs across communications, digital, and research, monitoring and evaluation in Africa, Asia, and Europe.

Your Responsibilities

1. **Remote counselling (50%).** Provide confidential one-to-one consultations by phone, WhatsApp, Signal or Telegram, to people considering irregular migration and people already on the move. Give accurate, neutral information about the risks of irregular migration and safe, legal alternatives. Assess each person's psychological distress and mental health needs, and respond appropriately, for example with empathetic listening, coping strategies, or grief and loss support.

2. **Referrals and follow-up (40%).** Follow up with individuals to match them with a suitable referral and accompany them through the process, including emotional, medical, livelihood and other support services where available. Maintain and update the campaign's referral database so that it stays accurate and useful for the whole team.

3. **Records, safeguarding and teamwork (10%).** Keep timely, confidential records of every session. Flag safeguarding concerns immediately. Take part in paid training before consultations start, attend team meetings, recommend ways to improve the service, and stay reachable to your supervisor during working hours.

Who you are

To succeed, you'll need:

- At least 2 years' professional experience as a counsellor or in a similar role.
- Experience delivering remote counselling and trauma-informed care.
- Fluency in English and/or Arabic and/or French and in at least one roster language.
- Demonstrated experience working with vulnerable people, and a thorough understanding of confidentiality.
- Experience working remotely across platforms such as Google Suite, and a reliable internet connection.
- A private, quiet space for confidential calls.
- The ability to work as an independent consultant and receive payments in EUR by international bank transfer.

You should meet all of the above. It's a bonus if you have:

- A BA degree in Counselling, Social Work, Psychology or another mental health-related field.
- Knowledge of legal migration pathways relevant to your audience.
- Experience working with migrants from or in your audience's countries.
- Experience counselling people experiencing crisis, loss, grief, suicidal ideation, depression or anxiety.

Women counsellors are especially needed for the Somali-speaking pool.

How you work

Spoken/Written English and/or French and/or Arabic	You write clear notes and observations in English and/or French and/or Arabic that others can act on.
Roster language	You counsel fluently in one of these 12 languages: Pashto, Dari, Levantine Arabic, Sudanese Arabic, Bengali, Egyptian Arabic, Urdu, Moroccan Darija, Iraqi Arabic, Kurdish Sorani, Kurdish Badini, Somali.
Empathy	You stay calm, patient and present with people in distress.
Assessment	You recognise distress and mental health needs, and respond appropriately.
Information	You explain migration risks and safe, legal alternatives without judgement.
Confidentiality	You protect participants' data and know when to raise safeguarding concerns.
Record keeping	You document every session on time, every time.
Digital skills	You are comfortable with using a laptop or phone and Google Suite.
Self regulation	You respond constructively to professional and emotional challenges.

How the roster works

- **It is not a job offer.** Joining the roster does not guarantee work, and you can work elsewhere in the meantime.
- **Everyone in the pool counts as equally qualified.** When a campaign is activated, we pick the best match on language, gender, location and availability. The reason for every choice is recorded.
- **When a campaign is approved,** we contact counsellors about three weeks before starting.
- **Quarterly check-ins.** Every three months we ask whether you want to stay, pause or leave, and whether you could start within your notice period. Missing one check-in makes your place dormant; missing two in a row means it expires and your data is deleted.
- **You remain on the roster** until you choose to leave, miss two check-ins in a row, or NPR ends in May 2029.

What we offer

- Paid training once you are hired.
- Freedom to work elsewhere while on the roster, and to decline an offer without penalty.
- Work from anywhere, and return to the pool or apply for other Seefar roles after a campaign.
- Only months worked on an activated campaign are paid.

Who you'll work with

You will report to the Project Coordinator, or to a team leader on larger campaigns, and work alongside other counsellors. The Social Media Officer's campaign brings people to you, and Monitoring Officers later check back, independently, with a sample of the people you counselled. You will join a team with a mix of perspectives, backgrounds, technical expertise and lived experience, working across Europe, the Middle East, Africa and Asia.

Apply

On or before **20 November 2026**, complete our **online application form**. You will need to upload your CV. Our process: application form and screening, a short recorded interview through MyInterview, an interview on Google Meet, then a reference check with one recent employer and due diligence before you join the roster. The roster is unpaid and does not guarantee work.

Timeline (indicative)

- **By 20 November 2026:** Apply. We review applications as they arrive, so we encourage you to apply early.
- **20–27 November:** Shortlisted candidates are invited to a short recorded interview on MyInterview, to complete within 5 days.
- **Mid-December:** Candidates for the first campaigns may receive a contract offer.
- **December 2026 – January 2027:** Selected candidates have a 20-minute interview on Google Meet, followed by a written reference check and due diligence. Those who pass join the roster. Former Seefar consultants with a strong record skip the interviews.
- **January 2027:** First campaigns start. Everyone else stays on the roster until a campaign in their language is activated.

Dates may shift. We will email you at each stage, including if your application does not go forward.

We are also recruiting Social Media Officers and Monitoring Officers for the NPR roster. See their terms of reference on our website.