

GUIDELINES FOR TWT COUNSELOR ONBOARDING

Objective

To establish a standardized process for identifying, onboarding, and training counsellors during TWT 1446H to strengthen the Business Counselling Department and ensure effective delivery of services.

Identifying the Need for Counsellors

1. Assess Regional Demographics and Needs:

- o **Population Analysis:** Evaluate the population size, age distribution, and socio-economic status.
- o **Prevalence of Issues:** Identify common issues, stressors, and other factors affecting the community.
- o **Existing Services:** Review the availability and accessibility of current counselling services.

2. Conduct Surveys and Focus Groups:

- o **Community Surveys:** Gather data from current business and working class about their needs and perceptions of existing services.
- o **Stakeholder Meetings:** Engage with local leaders, service providers, and educators to understand the demand for counselling services.

3. Analyze Data and Trends: - Use data to identify trends and gaps. List down the area's where mawaze may need expert advise

Criteria for Evaluating or Selecting Counsellors

1. Educational Qualifications:

- o **Accredited Degrees:** Ensure counsellors have degrees from accredited institutions.
- o **Certification:** Verify that counsellors hold valid certifications relevant to their practice.

2. Professional Experience:

- o **Relevant Experience:** Look for experience in specific areas such as school counselling, clinical psychology, or community mental health.
- o **Track Record:** Evaluate their history of successful interventions and client outcomes.

3. Personal Attributes: Ensure they maintain high ethical standards and professionalism.

4. References and Background Checks:

- o **Professional References:** Obtain references from previous employers or colleagues.

How to engage community leaders effectively

1. Build Trust and Credibility

2. Understand Their Interests and Priorities

3. Foster Inclusive Participation

- Ensure that all segments of the community are represented.
- Accessibility.

4. Build Partnerships

5. Continuous Engagement

- **Regular Updates:** Keep informed about progress and any changes.
- **Ongoing Support:** Provide continuous support and resources to help them stay engaged.

Type of Counsellors

Type of Counsellors	Focus Area and services	Criteria
Management Consulting		
Financial Consulting		
IT Consulting		
Human Resources Consulting		
Marketing Consulting		
Strategy Consulting		
Legal and Compliance consulting		
Innovation Consulting		
Industry Consulting		

Process of Onboarding

1. Counsellor Nomination (KG should fill up this within Sherullah)

Job Description

- Understand the business issues faced by Mumineen with empathy and analyse the gathered data.
- Define clear problem statements with corresponding issue lists and action plans.
- Prepare follow-up plans and ensure adherence.
- Guide Mumineen in implementing solutions and monitor performance.
- Provide regular feedback to the Tijaarat coordinator on progress.
- Participate in regular or specific requirements of the Mauze Tijaarat or Central Tijaarat Committee.
- Offer definitive recommendations and structured action plans for Mumineen.

Criteria for Selection

- **Minimum Age:** 25 years.
- **Expertise:** Knowledge of market trends and experience in business operations, including planning, strategy, marketing, finance, and management.

- **Skills:**
 - Strong interpersonal and communication skills (in Lisanul-Dawat and English).
 - Empathy, active listening, and problem-solving abilities.
- **Knowledge:**
 - Awareness of Shariat compliance, tax laws, and business ethics.

Nomination Process

- Each Mauze must nominate **1 counselor per 200 households** following selection guidelines.
- Submit nominations via the following link: [Typeform Submission](#).

2. Screening Process (Within 3 days as soon as we receive the nomination)

- Conduct preliminary interviews to:
 - Verify the nominee's eligibility and relevant experience.
 - Assess their commitment, analytical skills, and understanding of the counseling role.

3. Case Study Activity & Training

Case Study Submission (Expected counsellor should submit it within Sherullah or within 15 days of receiving the case study)

- Post-nomination, the Central Office will provide case studies to nominated counselors.
- Counselors must analyze and provide feedback within the specified timeline.
- Submitted case studies will be reviewed and forwarded for the training phase.

Training Program (CSP - Certified Service Provider) (It will be schedule within 2 months of receiving case study)

- Conducted by the Central Office.
- Focus Areas:
 - Business planning and financial management.
 - Modern business practices and tools.
 - Counseling module functionality and usage.
 - Shariat compliance in business operations.
- **Certification:**

- o Counselors must complete the training program and receive certification to qualify for active sessions.

4. Onboarding Process (As soon as training is completed, counsellor will be onboarded as counsellor)

- Onboard counselors onto **advisory** and **counseling modules**.
- Assign specific responsibilities:
 - o Conduct **2-3 counseling sessions per week** (30-45 minutes each).
 - o Prepare and implement follow-up plans for Mumineen under guidance.
 - o Submit regular progress reports to the Local Tijaarat Unit Coordinator.