

**Vacancies for the multiple posts at iCALL Psychosocial Helpline, TISS**

About TISS: The Tata Institute of Social Sciences (TISS) was established in 1936 and is a deemed university fully funded by the University Grants Commission, Government of India. TISS offers over 50 Master's Degree programmes from its Mumbai, Tuljapur, Guwahati and Hyderabad Campuses. Masters' programmes are offered in a range of socially relevant interdisciplinary areas of Social Work, Social Sciences, Health, Management, Labor Studies and Habitat Studies. TISS is a research university with M. Phil. and Ph. D. programme and basic and applied research in a range of areas. A high degree of freedom and autonomy shape the positive work ethos and creativity in the Institute facilitating strong linkages between education, research, field action and Dissemination. The Institute provides significant space and resources for basic and policy research; and has research collaboration with some of the best universities and institutions across all continents. TISS offers a very challenging but fulfilling academic environment and opportunity to scholars committed to creating a just society through education, generation of knowledge and field action, and invites interested scholars in Social Sciences and allied disciplines located within and outside India to apply for faculty positions in its schools and centers.

**About the helpline:** iCALL, a national level psychosocial helpline provides professional counselling service to people who are in need of help. These services are offered with the help of trained counsellors, provides emotional support, reference services when required. The counsellors actively and supportively listen to individual's disclosures of emotional distress and provide safe and holding environment for the same. The helpline currently functions on Mondays to Saturdays, from 9 am To 9 pm. One of the key functions of an effective helpline is to connect individuals to relevant and important knowledge and human service resources. The Helpline maintains a comprehensive database for referral services. The helpline has a nation-wide coverage.

Besides the service provision, iCALL also actively involved in research, capacity building, awareness creation and consultancy for various government and nongovernment organizations. Currently, iCALL is recruiting for a project which aims at strengthening psychosocial support for children, adolescents and families to deal with the challenges emerged out of the pandemic and lockdown. iCALL is inviting applications for following posts under the same project.

**1. POST OF PROGRAMME ASSISTANT**

<b>Name of Post</b>	Programme Assistant
<b>Advertisement number</b>	4icall/06/2021/01
<b>No of Posts</b>	02
<b>Last date of Application</b>	05/07/2021
<b>Remuneration</b>	25,000 Per month
<b>Duration</b>	6 months

**Job Profile:** The candidate shall report directly to the Project Leader, Programme Coordinator and the Programme Officer at iCALL, and shall be responsible for the following:

- Preparation of tools and formats to compile a referral directory across India
- Undertake desk-review on psychosocial concerns of various groups and develop programme documents basis the same.
- Compilation and development of referral network & mapping psychosocial community resources for children, adolescents, young people and their families
- Coordination with various stakeholders and implementation of the various deliverables under the project
- Development of a report basis the project activities undertaken

**Desirous candidates should:**

- Possess a full-time Master’s Degree in Psychology or allied sciences from a UGC recognized University
- Should have experience of working with community, especially with children, adolescents, young people and their parents.
- Should speak, read and write English and Hindi fluently
- Possess excellent academic and research writing skills in English.
- Should be efficient in using MS Office, SPSS/ R
- Be willing to work in flexible hours

**2. POST OF PROGRAMME ASSISTANT**

<b>Name of Post</b>	Programme Assistant
<b>Advertisement number</b>	4icall/06/2021/02
<b>No of Posts</b>	02
<b>Last date of Application</b>	05/07/2021
<b>Remuneration</b>	25,000 Per month
<b>Duration</b>	12 months

**Job Profile:** The candidate shall report directly to the Project Leader, Programme Coordinator and the Programme Officer at iCALL, and shall be responsible for the following:

- Undertake desk review for development of a course curriculum on extending psychosocial support to children, adolescents, young people and adults
- Coordination with various stakeholders and vendors for implementation of the various deliverables under the project
- Development of the curriculum and training modules as per the project requirements
- Developing program plans and concept notes for webinars focusing on psychosocial and mental health support
- Managing logistics for carrying out online trainings and workshops
- Developing content (IEC material, self-help toolkits, scripts) on mental health and psychosocial support
- Writing reports on the project activities
- Deliver workshops and trainings as required

**Desirous candidates should:**

- Possess a full-time Master's Degree in Psychology or allied sciences from a UGC recognized University
- Should have experience of working with community, especially with children, adolescents, young people and their parents.
- Experience of working in education sector is an added advantage
- Should speak, read and write English fluently
- Possess excellent academic and research writing skills in English.
- Be willing to work in flexible hours

### 3. POST OF CONTENT CREATOR

<b>Name of Post</b>	CONTENT CREATOR
<b>Advertisement number</b>	4icall/06/2021/03
<b>No of Posts</b>	01
<b>Last date of Application</b>	05/07/2021
<b>Remuneration</b>	30,000 Per month
<b>Duration</b>	6 months

**Job Profile:** The candidate shall report directly to the Project Leader, Programme Coordinator and the Programme Officer at iCALL, and shall be responsible for the following:

- Undertake literature review and prepare content creation plan for IEC development under the project
- Develop content for IEC material (essays, social media posts, flyers, video scripts) on mental health and psychosocial support
- Coordinate with internal and external stakeholders to seek feedback and prepare final drafts of the content
- Coordinate with vendors (designers, copywriters, translators, marketing teams) to design and release the content developed on desired platforms

**Desirous candidates should:**

- Possess a full-time Master's Degree in humanities or allied sciences from a UGC recognized University
- Should have thorough knowledge of mental health and psychosocial wellbeing
- Should have some prior experience of content development in the area of wellbeing and mental health of children, young people, families and communities
- Should speak English, Hindi, Marathi fluently.
- Should possess excellent academic writing skills in English.
- Be willing to work in flexible hours

#### 4. Post of Programme Officer

<b>Name of Post</b>	Programme Officer
<b>Advertisement number</b>	4icall/06/2021/04
<b>No of Posts</b>	01
<b>Last date of Application</b>	05/07/2021
<b>Remuneration</b>	35,000 Per month
<b>Duration</b>	12 months

#### Job Profile:

The candidate shall report directly to the Project Leader and Programme Coordinator at iCALL, and shall be responsible for the following:

- Understanding the project requirements, timelines and delegate work to team members accordingly
- Planning, coordinating with internal and external stakeholders and implementation of the various deliverables under the project
- Reviewing research, capacity building and knowledge products developed by the team and submitting the same for approval to stakeholders
- Coordinating and managing the project's admin paperwork with iCALL & TISS administration
- Monitoring and assisting the team of Programme Assistants, Research Assistants, Counsellors, Content writers and Admin
- Developing and assisting in strategic planning
- Develop and deliver trainings under capacity building work allocated by the project

#### Desirous candidates should:

- Possess a full-time Master's Degree in Psychology, social work or allied sciences from a UGC recognized University
- Should have experience of minimum 3 years of working with community, especially with children, adolescents and their parents.
- Should speak English and Hindi fluently
- Should have in-depth knowledge of research methodology in social sciences
- Possess excellent academic and research writing skills in English
- Be skilled in providing capacity building trainings online
- Be willing to work in flexible hours
- Have experience of managing and coordination with teams

#### 5. POST OF RESEARCH ASSISTANT

<b>Name of Post</b>	Research Assistant
<b>Advertisement number</b>	4icall/06/2021/05
<b>No of Posts</b>	02
<b>Last date of Application</b>	05/07/2021
<b>Remuneration</b>	30,000 Per month
<b>Duration</b>	12 months

**Job Profile:**

The candidate shall report directly to the Project Leader and Programme Coordinator at iCALL, and shall be responsible for the following:

- Preparation of tools and research design to undertake desk review and a dip-stick analysis
- Undertake desk-review on psychosocial concerns of various groups and develop programme documents basis the same.
- Undertaking in-depth interviews, surveys and Focus group discussion for data collection
- Transcribing, coding and analyzing the data generated
- Preparation of research reports for internal and external circulation
- Coordination with various stakeholders and implementation of the various deliverables under the project
- Development of a report basis the project activities undertaken

**Desirous candidates should:**

- Possess a full-time Master's Degree in Psychology or allied sciences from a UGC recognized University
- Should have 2 years of research experience of working with community, especially with children, adolescents, young people and their parents.
- Should speak, read and write English fluently
- Possess excellent academic and research writing skills in English.
- Should be efficient in using MS Office, SPSS/ R
- Be willing to work in flexible hours

**6. POST OF PART TIME COUNSELLORS**

<b>Name of Post</b>	PART TIME COUNSELLOR (4 full days a week)
<b>Advertisement number</b>	4icall/06/2021/06
<b>No of Posts</b>	06
<b>Last date of Application</b>	05/07/2021
<b>Remuneration</b>	15,000 Per month
<b>Duration</b>	11 months

**Job Profile:** The candidate shall report directly to the Programme Coordinator and the Programme Officers at iCALL, and shall be responsible for the following

- Offer counselling services over telephone to clients accessing the helpline on issues client mental health, psychosocial support, grief, trauma & loss.
- Maintain documentation of counselling session in the MIS format
- Preparation of monthly reports and case studies
- Coordinate with team members for seamless service delivery
- Participate in regular training and supervision sessions.

**Desirous Candidates Must:**

- Possess a **Master's Degree in Counselling or Clinical Psychology**
- Have relevant experience of minimum a year
- Speak English and Hindi and **at least one regional language** fluently and possess good writing skills in English
- Any experience and training of working with children, adolescents and families is desired.
- Be skilled in the use of computers for the purpose of documentation, data analysis and email-based counselling
- Be willing to commit for 11 months
- Have sound knowledge of therapeutic process skills and psychotherapy
- Be willing to work for 4 days in a week on a rotational shift basis

**7. POST OF ACCOUNTS AND FINANCE**

<b>Name of Post</b>	Accounts and Finance
<b>Advertisement number</b>	4icall/06/2021/07
<b>No of Posts</b>	01
<b>Last date of Application</b>	05/07/2021
<b>Remuneration</b>	10,000 Per month
<b>Duration</b>	11 months

**Job profile –**

- Raising the bills, invoices and reimbursements for expenditure incurred by different projects
- Working alongside TISS accounts to maintain bills and receipts for expenditure
- Preparing regular reports (e.g. expenses and office budgets) and organizing company records.
- Facilitate documentation of utilization of allocated funds
- Facilitate ongoing accounts operations such as salary processing, reimbursement processing, vendor payments processing, advance payments and settlements and so on.
- Ensure that accounting standards are followed and applied in the processes of the organization
- Ensure that good governance practices are implemented and followed in the organization
- Reconciliation of budgeted and actual spends on a fortnightly basis
- Liaison between the Project accounts department and the main accounts department.

**Desirous candidates must:**

- The candidate must possess at least a Masters or Bachelor's degree in Commerce or relevant discipline with minimum of 55 % of marks and two years of work experience in handling finance and administration related aspects.
- Good budgeting and accounting skills.
- Excellent communication skills and proficiency in WORD, EXCEL, ERP and Foxpro applications
- Should be well versed with all tax implications as per Government of India Norms and all essential Audit Norms.
- Good knowledge of English and Hindi, both spoken and written.

Desirous candidates may send their résumé to [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) before **05/07/2021** with a subject line **Application for the post of (specify the post) – June 2021.** Please mention the



name of the position you are applying for in the subject line. Late applications shall not be entertained. Shortlisted candidates will be called for online interview.

For enquiries, contact;

**Tanuja Babre**

Programme Coordinator

iCALL Psychosocial Helpline

Tata Institute of Social Sciences

**Project Leader**