

Vacancies for the Sr. Counselor and IT Assistant Post 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, Labour 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 projects and invites

About iCALL Psychosocial Helpline: iCALL Psychosocial Helpline; a field action project of the School of Human Ecology at the Tata Institute of Social Sciences Mumbai, provides counselling, support, information and referral to individuals in emotional and psychological distress, over the telephone, email and chat. The helpline currently runs six days a week, from Monday to Saturday, from 8 AM to 10 PM. Apart from service provision, iCALL engages in various research, capacity building and outreach projects independently and in partnership with State Governments and NGOs across the country to create awareness around mental health and cater to psychosocial needs of the community. Currently, iCALL is recruiting following positions for the helpline.

No	Name of the post	No of vacancies	Duration of the employment	Remuneration
1	Senior Counselor	1	12 Months	Rs.41,000- Rs. 43,000

2	IT Technical Assistant	1	12 Months	Rs.35000/-
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1. POST OF SENIOR COUNSELOR

Job Profile:

The candidate shall report directly to the Programme Associate and Programme Officer's at iCALL, and shall be responsible for the following:

- Answering calls and emails, maintaining records, monthly reports of the calls, emails and chats attended on the helpline
- Monitoring and guiding the other Counsellor's work at iCALL.
- Design training modules and workshops for academic, government and corporate institutions
- Deliver talks, conduct training, and workshops on topics related to counselling, mental health and psychosocial well-being
- Write newsletters, fliers, blogs, case studies and articles on to help sensitize lay people regarding mental health

Desirous Candidates Must:

- Possess a Master's Degree in Counselling or Clinical Psychology from recognised universities.
- Have counselling experience for minimum 2-3 years
- Speak English and Hindi and at least one regional language fluently and possess good writing skills in English
- Be skilled in the use of computers for the purpose of documentation, data analysis and email-based counselling.
- Be willing to commit for a duration at least a year
- Have sound knowledge of therapeutic process skills and psychotherapy
- Be willing to work in shifts on a weekly rotational basis
- Be willing to travel within Mumbai and to different parts of the country to conduct outreach, training, and workshops

2. POST OF IT TECHNICAL ASSISTANT

JOB PROFILE:

- Assist the Programmatic and Admin team with new requirements.
- Coordinate with the technical team and work alongside them.
- Suggesting innovative ways to fulfill project requirements.
- Maintain the calendar for all technical requirements and coordinate accordingly.
- Analyzing the data and preparing the report.
- Maintain workflow management and prepare documentation.
- Coordination with internal team and technical partners/vendors.
- Work with vendors to resolve technical issues on priority
- Maintain all IT assets issued to staff
- Provide IT support to all staff to resolve their technical glitch
- Maintain IT call logs of activities undertaken.
- Troubleshooting hardware and software issues promptly.
- Install, configure, and maintain computer systems.
- Performing routine maintenance tasks like system updates, backup and antivirus.

DESIROUS CANDIDATE MUST:

- Applicants must be B.Sc (IT)/ BCA/ Diploma in IT.
- Applicants must have four to five years of experience and must have good analytical and spreadsheet skills.
- Should have a minimum of two years of experience in workflow management with a team.
- Knowledge of current technologies and trends will be preferred.
- Having verbal and written communication skills.
- Ability to work independently and collaboratively.

Interested candidates may send their resume to icallhelpline@gmail.com on or before **5th July 2024** with a subject line “**Application for the post of** “_____”. Late applications shall not be entertained. Only shortlisted candidates will be called for an interview at TISS.

For enquiries, contact;

[**icallhelpline@gmail.com**](mailto:icallhelpline@gmail.com)

Programme Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Science