Advertisement No: 4icall/8/2026/01

Vacancies for various positions at iCALL Psychosocial Helpline, TISS

About TISS: Tata Institute of Social Sciences (TISS), Mumbai (declared as an Institution Deemed to be a University under Section 3 of the UGC Act 1956), a grant-in-aid institute under the Ministry of Education, Government of India, has always been at the forefront of addressing issues related to social justice and social change. TISS offers over 50 Master's Degree programmes from Mumbai, Tuljapur, Guwahati and Hyderabad Campuses. Masters' programmes are offered in a range of socially relevant interdisciplinary areas such as Social Work, Social Sciences, Health, Management, Labour Studies and Habitat Studies. TISS is a research university with an 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 the opportunity to scholars commit- ted 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 centres.

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 10 AM to 8 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 the psychosocial needs of the community. Currently, iCALL is recruiting for different positions under multiple internal projects at iCALL.

No	Name of the post	No of vacancies	Duration of the employment	Type	Remuneration
1	Helpline Supervisor	2	12 Months	Full - time	- Rs 45,000/- to Rs 50,000/- per month - Annual Increment up to 10% (Based on the performance) - Up to Rs. 24, 000/- Self-care allowance per annum - Mediclaim 3,000 Travel Allowance and 2,000 staff welfare allowance after training period
2	Data Analysis officer	1	12 Months	Full-time	- Rs 45,000/- per month - Annual Increment up to 10% (Based on the performance) - Up to Rs. 24, 000/- Self-care allowance per annum - Mediclaim 3,000 Travel Allowance and 2,000 staff welfare allowance after the training period

1. POST OF HELPLINE SUPERVISOR

Job Profile:

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

- Offering counselling and supervision to a team of counsellors
- Assisting with training and handholding of counsellors
- Overseeing the day-to-day operations of the helpline, the inflow of calls and emails
- Assisting with the recruitment and shortlisting process for counsellors.
- Training and handholding the new recruitments
- Mapping the training needs of counsellors
- Mapping the progress of team members and assigning responsibilities within the team
- Organizing debriefs regularly and provide the inputs to the team

- Assisting with planning interventions for well-being and burnout prevention for the team
- Conducting training for external agencies as per the requirement

Desirous candidates should:

- Possess a full-time Master's Degree in Psychology from a UGC recognized University
- Have at least 3 years of counseling experience and about 1 year of experience working in a supervisory role
- Possess good communication skills in English and Hindi and at least one more regional language
- Possess excellent academic and research writing skills in English
- Be willing to undertake travel within Mumbai and also to different parts of the country for trainings and workshops
- Be comfortable to work on Saturdays and Sundays. The weekly off would be on the weekdays upon mutual decision.
- Be willing to commit for at least 12 Months and this will be extended based on the performance.

2. POST OF DATA ANALYSIS OFFICER

Job Profile:

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

- Team coordination, data compilation, and analysis
- Assistance in report writing
- Creating a training calendar for the team
- Planning and coordinating with internal and external stakeholders
- Managing logistics for carrying out online as well as offline training and workshops

Desirous candidates should:

- Possess a Master's Degree in Counselling or Clinical Psychology
- Have counselling experience for a minimum of 2-3 years
- Proficiency in spoken English
- Possess expertise or basic understanding of utilizing computer applications such as Excel, Word, and PowerPoint for documentation, and data analysis
- Be willing to commit for at least a year
- Have sound knowledge of therapeutic process skills and psychotherapy

All candidates for the position will be expected to work from the office in Mumbai. Interested candidates may send their cover letter and resume to icallhelpline@gmail.com by **19th August 2026** on the mentioned link https://forms.gle/Va56s7zq6MGB5UHt5. Late applications shall not be entertained. Only shortlisted candidates will be called for an interview at TISS.

For enquiries, contact;

icallhelpline@gmail.com

Programme Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Science