

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, 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 re- search 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 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 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 for different positions under multiple internal projects at iCALL

No	Name of the post	No of vacancies	Duration of the employment	Remuneration
1	Programme Officer for Youth Centric Project	1	12 Months	Rs.63,000-Rs.65,000 per Month
2	Programme Officer	3	12 Months	Rs.55,000-Rs.60,000 per Month
3	Senior Programme Officer	1	12 Months	Rs.74,000-Rs.76000 Per Month
4	Helpline Supervisor	4	12 Months	Rs.60,000-Rs.62,000 per Month
5	Research Officer	1	12 Months	Rs.55,000-Rs.60,000 per Month
6	Programme Officer for Children and adolescent Centric Project	1	2 months, may get extended until December 2024 with a revised pay scale	Rs. 38,500 per month

1. PROGRAMME OFFICER FOR YOUTH CENTRIC PROJECT

Job Profile:

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

- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project
- Writing proposals for institutional ethics review board

- Monitoring and assisting the team of Programme Assistants, Counselors, and Content developers
- Developing content on youth mental health and well-being
- Offer supervision to counselors over technology assisted mediums
- Handling admin and HR related tasks along with the admin team

Desirous candidates should:

- Possess a full-time Master's Degree in Clinical/Counseling Psychology from a UGC recognized University and at least 3 years of experience of counseling
- Must have 2 years
- experience of managing and supervising a team of counselors and research assistants
- Must be fluent Speak English and Hindi and at least one more regional language
- Must have excellent academic and research writing skills
- Be willing to work flexible hours
- Must have knowledge of best practices of offering services on technology assisted mediums.

2. POST OF PROGRAMME OFFICER

Job Profile:

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

- Active involvement in the strategizing and implementation of the iCALL services
- Overseeing partnerships and take initiatives as per the activities involved
- Conducting training sessions with multiple stakeholders
- Working with the TISS Administration for paperwork, joining formalities, transfer of payments and funds
- Overseeing social media communications and developing content for communications and publicity of iCALL's work

- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project
- Strategizing and planning interventions for well-being and burnout prevention within the team
- Data analysis and report writing
- Assisting in the interview process for the various positions.
- Conducting regular team meetings, supervision session
- Offering counselling services as and when required

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 years of experience of 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 willing to work in flexible hours

3. POST OF SENIOR PROGRAMME OFFICER

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

- Supervising a team of counsellors and Programme Officers
- Assisting Programme Associates in strategizing and planning for internal projects, activities, fund building, and partnerships

- Overseeing and strategizing for employee assistance partnerships of iCALL
Conducting trainings for different funding partners of iCALL
- Working with the TISS Admin and HR for paper work, joining formalities, transfer of payments and funds
- Overseeing social media communications and developing content for communications and publicity of iCALL's work
- Undertaking research and academic writing for research projects commissioned to iCALL
- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project
- Assessing training needs of counsellors and Programme Officers and strategise for skill building and burnout prevention

Desirous candidates should:

- Possess a full-time Master's Degree in Psychology from a UGC recognized University
- Have atleast 5 years of counselling experience and about 3 years of experience of working in a supervisory role
- Possess good communication skills in English and Hindi and atleast 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 willing to work in flexible hours

4. POST OF HELPLINE SUPERVISOR

Job Profile:

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

- Offering counseling and supervision to a team of counselors

- Assisting with training and handholding of counselors
- Overseeing day to day operations of the helpline; the inflow of calls and emails
- Training and handholding new recruits
- Mapping training needs of counselors
- Mapping progress of team members and assigning responsibilities within the team
- Organizing and attending debriefs on a regular basis
- Assisting with planning interventions for well-being and burnout prevention for the team
- Conducting trainings for external agencies as the requirement
- Assisting with the recruitment and shortlisting of counselors.

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 years of experience of 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 willing to work in flexible hours

5. POST OF RESEARCH OFFICER

Job profile

The candidate shall report directly to the Programme Coordinator at iCALL, and shall assist with the following:

- Undertaking direct implementation of research projects at iCALL
- Leading a team of research assistants on various ongoing research projects
- Developing proposals for prospective partnerships/ projects

- Checking, cleaning and coding existing call and email related data
- Preparing research and academic publications on the basis of the data that is available
- Writing abstracts as well as developing presentations for academic conferences
- Helping iCALL develop user friendly content for publicity, awareness (such as newsletters, flyers), websites and capacity building of professionals.
- Developing content, updating the training manuals, protocols and preparing training modules as required.
- Off-site capacity building sessions with different stakeholders iCALL works with including mental health professionals, social workers, government and non-governmental organizations, employees working with the corporate sector.
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Desirous candidates should:

- Possess a full-time Master's Degree in Counselling or Clinical Psychology (MA/Msc) from a recognized and reputed University
- Have three to four years of counselling & research experience.
- Be comfortable working with both, quantitative and qualitative data
- Have prior academic publications
- Speak English and Hindi and at preferably one regional Indian language fluently
- Possess excellent academic writing skills in English
- Be skilled in the use of computers for the purpose of documentation, data analysis and developing content
- Knowledge of SPSS, Nvivo/Atlas ti.
- Have sound knowledge of therapeutic process skills and psychotherapy
- Be comfortable with public speaking

- Be willing to work in shifts if needed
- Be willing to travel within Mumbai and to different parts of the country for official purposes

6. POST OF PROGRAMME OFFICER - PROJECT FOR CHILDREN AND ADOLESCENTS CENTRIC PROJECT

Job Profile:

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

- Overseeing day-to-day operations of the helpline; the inflow of calls, assisting the team for any technical support
- Offering supervision to a team of counselors
- Organizing and attending debriefs regularly
- Assisting with training and handholding of counselors when required
- Mapping training needs of counselors
- Mapping the progress of team members and assigning responsibilities within the team
- Assisting in the recruitment process when required
- Planning, coordinating with stakeholders, and implementing various deliverables under the project
- Working with the TISS Admin and HR for paperwork, joining formalities, transfer of payments and funds
- Working on reports, IECs and other deliverables requested under the project

Desirous candidates should:

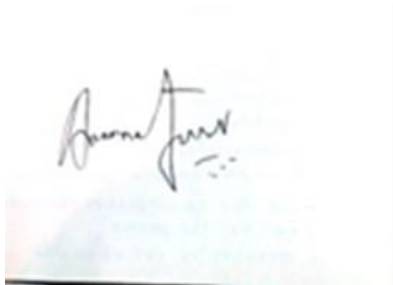
- Possess a full-time Master's Degree in Psychology from a UGC-recognized University
- Have at least 2 years of counseling experience and about 1 year of experience working in a supervisory role
- Possess good communication skills in English and Hindi and at least one more regional language
- Possess excellent academic and research writing skills in English

- Be willing to work in flexible hours
- Be able to commit for a year. The current timeline is 2 months; however, the project may continue to extend until December 2024.

Interested candidates may send their resume to icallhelpline@gmail.com on or before **31st December 2023** 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

A handwritten signature in black ink, appearing to read 'Anurag Jaiswal', is written on a light-colored background. The signature is fluid and cursive.

Programme Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Science