

Vacancies for the posts of Helpline Supervisor 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 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 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	Remuneration
1	Helpline Supervisor	3	12 Months	Rs.50,000-Rs.58,000 per Month

				Upto 15,000 self care allowance per annum and Mediclaim
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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 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
- Assisting with the recruitment and shortlisting process for counselors.
- Training and handholding the new recruitments
- Mapping training needs of counsellors
- Mapping the progress of team members and assigning responsibilities within the team
- Organizing and attending debriefs regularly
- 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 2 years and this will be extended based on the performance.

Interested candidates may send their resume to icallhelpline@gmail.com on or before **31st March 2025** with the 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

Programme Director and Assistant

Professor iCALL Psychosocial

Helpline

Tata Institute of Social Science