

### **Vacancies for the posts of various position at iCALL Psychosocial Helpline, TISS**

**About TISS:** Tata Institute of Social Sciences (TISS), Mumbai (declared as an Institution Deemed to be 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 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	Helpline Supervisor	1	12 Months	Rs.50,000-Rs.55,000 per Month
2	Admin cum Accounts Executive Assistant	1	3 Months	Rs.40,000- Rs. 45,000

### 1. 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 comfortable to work on Saturdays and Sundays. The weekly off would be on the weekdays
- Be willing to work in flexible hours

**3. POST OF ADMIN CUM ACCOUNT EXECUTIVE ASSISTANT**

**JOB PROFILE:**

- Maintaining accounts, documentation, logistic support to the project team and any other account-related issues assigned by the Programmatic Team.
- Providing assistance to the HR team in recruitment and onboarding.
- Preparing and managing the office notes and Meeting minutes.
- Managing calendar as well as associated operations. Other tasks such as booking conference halls as well as audio visual equipment, preparing documentation, etc.
- Handling management of major staff meetings and annual events of the organization.
- Manage general departmental administrative activities.
- Coordination with vendors and partner agencies.
- Update all databases and spreadsheets related to accounting and admin.
- Other duties and responsibilities may be assigned by the Programmatic team and Admin team.

**DESIROUS CANDIDATE MUST:**

- Masters in Commerce and related disciplines with 55% marks plus 5 years of work experience OR Bachelor's degree in Commerce and related disciplines with 55% marks plus 10 years of work experience

- Good knowledge of finalization of accounts of charitable organizations, charitable trusts/Statutory requirements.
- Good knowledge of maintenance of books of accounts as per accounting norms
- Knowledge of budgeting and multiple accounting and finance management
- Experience in working on ERP software
- Proficiency in word, excel, tally and powerpoint.
- Knowledge of Purchase department e.g. e-tendering process , Basic knowledge of Gem Portal.
- Knowledge of Personnel section work eg appointments, extensions.
- Experience of handling UN projects.
- Should have minimum 5 yrs experience in an academic Institute.
- Communication skills in English and Hindi, both spoken and written, is a must. Proficiency in Marathi language would be considered as a plus point.
- The candidates should be based in Mumbai.

Interested candidates may send their resume to [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) on or before **13th September 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**