

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 centers.

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 counseling, 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 following positions :

No	Name of the post	No of vacancies	Duration of the employment	Remuneration
1	Programme Associate	1	12 MonthsR	Rs.85,000 - Rs.91,000 Per Month
2	Senior Programme Officer	1	12 Months	Rs.74,000-Rs.78,000 Per Month

1. POST OF PROGRAMME ASSOCIATE

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

- Overseeing and managing all the project activities of iCALL
- Envision, and implement sustainable growth of the organization
- Assess human resource needs and recruit individuals for various positions.
- Strategic planning and implementation to ensure the seamless operation of the iCALL helpline
- Design training curricula and create knowledge content.
- Engage in capacity-building efforts with both public and private partners.
- Write reports, newsletters, and research papers while coordinating with partner agencies.
- Undertake fundraising initiatives, develop strategies, and forge relevant partnerships to advance iCALL's mission.
- Manage administrative tasks and address any accounting concerns.

Desirous candidates should:

- Possess a full-time Master's Degree in Counseling or Clinical Psychology (MA/Msc) from a recognized and reputed University.
- Have a minimum 12 to 15 years of experience of working in the field of mental health. Experience of leading a team/ supervising mental health professionals of 6-7 years would be an added advantage.
- Speak English and Hindi and at least one regional Indian language fluently.
- Possess excellent academic writing skills in English and research skills & have sound knowledge of therapeutic process skills and psychotherapy.
- Be skilled in public speaking.
- Be willing to work in flexible hours and to travel within Mumbai and to different parts of the country to conduct outreach, training, and workshops on a regular basis.

2. 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, Supervisors 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 training for different funding partners of iCALL.
- Working with the TISS Admin and HR for paperwork, 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.
- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project.
- Assessing training needs of counsellors and Programme Officers and strategies for skill building and burnout prevention.

Desirous candidates should:

- Possess a full-time Master's Degree in Psychology from a UGC recognized University.
- Have minimum 10-12 years of counselling experience and about 6 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.

Interested candidates may send their resume to icallhelpline@gmail.com on or before **29th October 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

Programme Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Science