

**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	Communication Officer	1	12 Months	Rs. 60,000 - Rs. 63,000/-
2	Senior HR Officer - Part time	1	12 Months	Rs. 43,000 - 45,000/-
3	Email Counselor	6	12 Months	Rs. 18,000 - Rs.21,000/-
4	Senior Counselor	5	12 Months	Rs. 43,000 - 45,000/-
5	Programme Associate	1	12 Months	Rs,85,000 - Rs. 90,000/-

### 1. COMMUNICATION OFFICER

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

- Handling social media accounts of iCALL on Facebook, Twitter and Instagram, responding to DMs regularly
- Generating engagement on iCALL website
- Creating posters that can be used as IEC and publicity for all social media platforms
- Posting about trainings/workshops, awareness sessions, major developments of iCALL regularly on social media
- Running campaigns on social media to bring more visibility to iCALL's work
- Having live chats on topics related to mental health
- Preparing elaborate & robust communication plan for iCALL
- Submitting regular reports to highlight work undertaken

- Administrative management to tasks related to communications within TISS

**Desirous Candidates Must:**

Possess **Master's Degree in Advertising, Digital marketing, Media & culture studies and Mass Communication with experience in the social development sector.**

- Have experience of a minimum of 2 years of working in an organisation dedicated to the cause of mental health with an added experience of overseeing communications
- Should be sensitive to issues related to mental health and must have sensitivity to challenges faced by marginalised communities
- Have excellent writing & communication skills
- Possess graphic designing skills & be comfortable using apps like Canva, Photoshop, Adobe Spark, etc for designing digital content
- Speak English and Hindi and at least one regional language fluently and possess good writing skills in English
- Be willing to commit for a duration of at least a year
- Be willing to work for flexible hours
- Be willing to undergo training for building understanding of mental health & wellbeing as desired by iCALL
- Be willing to travel within Mumbai and to different parts of the country

**2. POST OF SENIOR HR OFFICER**

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

- Prepare HR Policy & strategy for iCALL in view of achieving the organizational goals
- Talent acquisition as per organizational needs
- Collaborate with hiring managers to identify future hiring needs.
- Monitor probation period of staff, annual renewals & schedule reviews with programme team as required.
- Prepare & implement procedures staff development & performance management through reviews
- Facilitate the orientation sessions, self care activities for staff and F&F processes.
- Organize team building & employee welfare activities on a monthly basis.
- Initiate and cultivate relationships with team members
- Proactively address all employee concerns/grievances
- Ensure timely implementation of PMS within agreed process guidelines.
- Offer supervision to team

**Candidate Profile:**

- Post Graduate qualification in Human Resource Management allied discipline
- At least 5-7 years of experience with a Humanitarian institution in a similar role.
- Proven record of successful HR management is must
- Understanding of development sector & mental health is preferred
- Good analytical skills in managing information, composing & drafting policies
- Familiarity with labour laws & any other relevant policies by GOI
- Fluency in English & Hindi (reading, speaking, writing)
- Organizational skills, discipline, and compliance with deadlines.
- Determination and proactiveness in professional commitment

**3. POST OF EMAIL COUNSELOR**

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

- Offer email based counselling along with a team of Counsellors
- Address diverse issues related to academics, career, interpersonal relationships, suicide and self harm, gender based violence, gender and sexuality from a psychosocial perspective,

over e-mails

- Document and maintain monthly records of emails addressed during the month
- Coordinate with senior team members for supervision and feedback regularly.

Selected candidates will have to undergo a brief training before they start addressing emails. Addressing emails will be a supervised activity whereby an opportunity to learn and upgrade themselves on one hand and to take care of their own mental health issues on the other, will be provided on an ongoing basis

**Desirous Candidates Must:**

- Possess a Master's Degree in Counselling or Clinical Psychology
- Have an experience of academic and therapeutic writing
- Be willing to devote 24 hours in a week and be available specifically on Saturday.
- Good writing skills in both Hindi and English and preferably 1 more regional language
- Be skilled in the use of computers for the purpose of documentation, data analysis and email-based counselling
- Be willing to commit for a duration of at least 1 year
- Have sound knowledge of therapeutic process skills and psychotherapy

**4. POST OF SENIOR COUNSELOR**

**Job Profile:**

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

- Answering calls and emails, maintaining records, monthly reports of the calls, emails and chats attended on the helpline
- Monitoring and guiding the other Counsellor's work at iCALL.
- Design training modules and workshops for academic, government and corporate institutions

- Deliver talks, conduct training, and workshops on topics related to counselling, mental health and psychosocial well-being
- Write newsletters, fliers, blogs and articles on to help sensitize lay people regarding mental health
- Develop case-studies, research papers and other works of academic writing on iCALL's work

**Desirous Candidates Must:**

- Possess a Master's Degree in Counseling or Clinical Psychology
- Have counseling experience for minimum 2-3 years
- Speak English and Hindi and at least one regional language fluently and possess good writing skills in English
- Be skilled in the use of computers for the purpose of documentation, data analysis and email-based counseling.
- Be willing to commit for a duration at least a year
- Have sound knowledge of therapeutic process skills and psychotherapy
- Be willing to work in shifts on a weekly rotational basis
- Be willing to travel within Mumbai and to different parts of the country to conduct outreach, training, and workshops

**5. POST OF PROGRAMME ASSOCIATE**

**Job profile**

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

- Assisting the Project Leader in leading iCALL.
- Envision and implement sustainable expansion of the organisation
- Analysing the need for human resource and onboard people on different positions
  - Oversee operations of the iCALL helpline & offer supervision.
  - Manage the team of counsellors, program officers and Supervisors.
  - Designing training curriculum and knowledge content
  - Supervising the other activities and projects undertaken by iCALL.
  - Undertake capacity building efforts with public and private partners.

- Writing reports, newsletters, research papers and coordinating with partner agencies.
- Undertake fundraising, strategy building and build relevant partnerships to further iCALL's work
- Managing admin and accounts related concerns

**Desirous candidates should:**

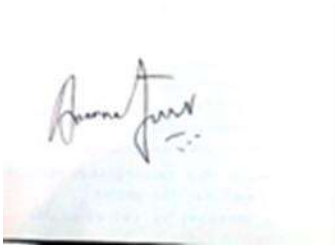
- Possess a full-time Master's Degree in Counselling or Clinical Psychology (MA/Msc) from a recognized and reputed University
  - Have at least 10-12 years of experience of working in the field of mental health. Experience of leading a team/ supervising mental health professionals of 4-5 years would 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.

Interested candidates may send their resume to [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) on or before **27th January 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. TISS - iCALL holds all the right to alter the number of Vacancy or other procedures or cancel the recruitment against this notification as it may deem fit without citing any reason. No correspondence will be entertained from or behalf of ineligible candidates.

**For enquiries, contact;**

**[icallhelpline@gmail.com](mailto:icallhelpline@gmail.com)**

Advertisement No: 4icall/1/2024/03



**Programme Director and Assistant Professor**

**iCALL Psychosocial Helpline**

**Tata Institute of Social Science**