

Vacancy for the post of Online Course Administrator at iCALL Psychosocial Helpline, TISS

Name of Post	Online administrator
Advertisement number	iCALL/05/2021
No of Posts	01
Last date of Application	20/05/2021
Remuneration	Rs. 37000 rupees per month
Office Contact	icallhelpline@gmail.com
Project Leader	Ms.Aparna Joshi

About TISS:

The Tata Institute of Social Sciences (TISS) was established in 1936 and was awarded the 'Deemed to be University' status in 1964. TISS is fully funded by the University Grants Commission, Government of India and operates from its main campus in Mumbai, and the off-campuses at Tuljapur, Guwahati and Hyderabad. Currently the Institute offers **52** Masters' Degree programmes and 18 M. Phil. and Ph. D. programmes in a range of socially relevant inter-disciplinary areas of Social Work, Social Sciences, Education, Public Policy, Public Health, Human Resource Management, Labour Studies, Media and Culture, Applied Psychology, Disaster Studies, and Habitat Studies. BA degree programs in Social Sciences and Social Work are also offered from its off-campuses. A high degree of freedom and autonomy shape the positive work ethos and culture of the Institute facilitating strong linkages between teaching, research, field action and dissemination. The Institute provides significant space and resources for basic and policy research and nurtures multiple research collaborations with some of the best universities and institutions across the globe.

About the project:

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. Apart from service provision, iCALL engages in various research, capacity building and outreach efforts independently and in partnership with State Governments and NGOs across the country.

iCALL in partnership with United Nations Population Fund (UNFPA) is engaged in a capacity building initiative to help the Government of Madhya Pradesh in strengthening the integrated counselling centres in all of its 51 districts since 2016. This is a research-based intervention project that has

developed an innovative e-learning platform- Samvad e-Learning platform- to build capacities of counsellors spread across the entire state of Madhya Pradesh. The project involves conducting a research study to understand the training needs of counsellors, writing reports, developing training modules and training the counsellors through online formats and contact classes and assessing the impact of the training. iCALL is inviting applications for the post of 'Research Assistants' for this project.

Job profile – Online Course Administrator (1 Post)

The candidate shall report directly to the State and UNFPA officials in Bhopal, Madhya Pradesh and shall assist with the following:

- Managing the online course platform including uploading curriculum, assisting officials to on-board users, organizing batches among others
- Providing back-end support for login, access and other technical issues faced by users
- Opening and reopening modules on the platform for the users
- Initiating communication with users about course content and last dates of when the module will be functional
- Generating relevant reports and sharing with officials
- Training different agencies in how to use the platform
- Coordinating with different agencies and vendors to ensure smooth operation of the platform. Liaison between TISS, NHM and UNFPA for project implementation
- SCORMwrapping videos for upload
- Maintaining calendars of training and updating persons of contact of progress and challenges
- Writing reports for periodic evaluation of the project
- Writing the reports for the project to be submitted to the UNFPA
- Managing administrative processes for implementation of the project in TISS

Desirous candidates must:

- Have a post-graduate degree in computer science/technology (M.Tech/M.C.S/ M.Sc) from a recognized university
- Have previous experience of being an academic coordinator with technical background in managing an e-learning system
- Be extremely fluent with reading and writing in Hindi as well as English. Social development sector understanding will be an added skill.
- **Be willing to relocate to Bhopal after a brief 2-month training period in Mumbai**

Please note that this is a full-time position based out of Bhopal. Salary shall commensurate with candidate skills and experience. The candidate will be offered a salary of 37000 per month.

Desirous candidates may send their resumé to icallmptraining@gmail.com by **20th MAY 2021** with a subject line '**Application for the post of Online Course Administrator**'. Late applications shall not be entertained. Only shortlisted candidates will be called for a telephonic or video interview.

The selected candidate would have to be based in Bhopal for the duration of the project.

For enquiries, contact;

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Programme Coordinator

iCALL Psychosocial Helpline

Tata Institute of Social Sciences

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Project Leader

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Research Assistant

iCALL PsychosocialHelpline

Tata Institute of Social Sciences