

Vacancies for the multiple posts at iCALL Psychosocial Helpline, TISS

About iCALL: iCALL is a Field Action Project of the School of Human Ecology, Tata Institute of Social sciences. iCALL was established in September 2012 with the objective of providing accessible, affordable and quality counseling services to individuals in distress; particularly those who belong to marginalized communities. iCALL is a national-level telephonic and email-based facility that offers free counseling services to individuals in distress across the lifespan. This multilingual, free and confidential service is run by trained professionals who provide information, emotional support, therapeutic services and referral linkages.

Apart from service provision, iCALL also conducts research, capacity enhancement and awareness generation activities in the area of mental health in collaboration with State Governments, civil society organizations and international organizations such as UNOs.

iCALL is currently recruiting for the following positions for a project addressing issues of gender-based violence through capacity enhancement, research and content creation.

No	Name of the post	No of vacancies	Duration of the employment	Remuneration
1	Programme Officer	1	6 months	Rs. 45,000/- per month
2	Research Assistant	2	6 months	Rs. 40,000/- per month
3	Programme Assistant	2	6 months	Rs. 30,000/- per month
4	Accountant	1	6 months	Rs. 30,000/- per month
5	Course Administrator	1	6 months	Rs. 37,000 per month

Detailed information about the profiles:

1. Post of Programme Officer

Job Profile

The candidate shall report directly to the Programme Director and Programme Associate, and shall be responsible for the following:

- Active involvement in the planning, implementation and monitoring of all aspects of the project.
- Travel across the country as per the need (travel + accommodation will be covered by the project)
- Conduct the desk review
- Coordination with various stakeholders and implementation of the various deliverables under the project.
- Developing and facilitating the training modules as per the need
- Documentation and analysis for periodic evaluation of the project.
- Assist in recruitment and training of new team members
- Overseeing all the administrative and accounting work in collaboration the admin and accounts team
- Supervision of all team members under the project.

Desirous Candidates Must:

- Have a **Master's Degree** in Psychology from a UGC recognized university with a 2-3 years of work experience
- Have experience of programme management in mental health and/or allied sectors and have worked in supervisory role
- Have demonstrated involvement in capacity enhancement, research and documentation initiatives
- Have good communication skills.
- Be extremely fluent with reading and writing in Hindi as well as English.
- Be willing to work at flexible hours.
- Be based in Mumbai for the duration of the project.

2. Post of Research Assistant

Job Profile:

The candidate shall report directly to the Programme Director and Programme Associate, and shall be responsible for the following:

- Conduct desk review for secondary and primary research in the area of gender-based violence
- Developing tools for the study
- Data collection at various sites in different parts of the country (travel + accommodation will be covered by the project)
- Data entry, analysis and documentation
- Report generation
- Designing the of training curricula and modules
- Developing content as per the need of the project
- Managing administrative processes within TISS for implementation of the project.
- Coordination with the team to manage other deliverables under the project

Desirous Candidates Must:

- Have a Master's Degree in Psychology/ Social Work/ Public Health from a recognized university
- Have at least 2-3 years of experience as a researcher working with primary data
- Be extremely fluent with reading and writing in Hindi as well as English
- Be based at Mumbai for the duration of the project.
- Be ready to travel to different parts of country

3. **Post of Programme Assistant**

Job Profile:

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

- Active Coordination with the stakeholders.
- Developing strategy plan for project deliverables
- Involving in the implementation of the services
- Analyzing training needs
- Designing the of training curricula and modules
- Managing logistics for carrying post workshop activities
- Developing reports

Desirous Candidates Must:

- Have a **Master's Degree** in Psychology/ Social Work/ Public Health from a recognized university with 2-3 years of work experience in the area of gender-based violence.
- Have good formal communication skills.
- Be extremely fluent with reading and writing in Hindi as well as English.
- Be willing to work at flexible hours
- 1 candidate based in Mumbai and 1 candidate based in North East India for the duration of the project.

4. Post of Accountant

Job Profile:

- Raising the bills, invoices and reimbursements for expenditure incurred by different projects
- Working alongside TISS accounts to maintain bills and receipts for expenditure
- Preparing regular reports (e.g. expenses and office budgets) and organizing company records.
- Facilitate documentation of utilization of allocated funds.
- Facilitate ongoing accounts operations such as salary processing, reimbursement processing, vendor payments processing, advance payments and settlements and so on.
- Ensure that accounting standards are followed and applied in the processes of the organization.
- Ensure that good governance practices are implemented and followed in the organization.
- Reconciliation of budgeted and actual spends on a fortnightly basis.
- Liaison between the Project accounts department and the main accounts department.
- Maintaining Statement of Expenditure and Coordinating with Funder on a monthly basis for the same.

Desirous Candidates Must:

- Should be able to handle 2 projects – 3.5 days for each project per week
- The candidate must possess at least a Bachelor's degree in Commerce or relevant discipline with a minimum of 55 % of marks and two years of work experience in handling finance and administration related aspects.
- Good administrative skills in order to manage the work of the project and liaison with TISS accounts department.
- Good budgeting and accounting skills.
- Excellent communication skills and proficiency in WORD, EXCEL and related software programs such as ERP systems and FoxPro applications
- He/ She should be well versed with all tax implications as per Government of India norms and all essential Audit Norms.
- Good knowledge of English and Hindi, both spoken and written.
- Willingness to travel, stay in locations outside of Mumbai, as the need arises.

5. Post Of Course Administrator

Job Profile:

- Managing the online course platform including uploading curriculum, assisting officials to on-board users, organizing batches among others
- Providing technical support to the team with the help of IT person
- 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.
- 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
- 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

Interested candidates may send their resume to icallhelpline@gmail.com on or before **18th June 2022 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. Candidates must be able to join within 15days of interviews. All position will require travel for the project work. The Travel will be taken care by iCALL.

For enquiries, contact;

icallhelpline@gmail.com

Madhuri Tambe

Programme Associate

iCALL iCALL Psychosocial Helpline
Tata Institute of Social Sciences

Dr. Aparna Joshi

Programme Director and Assistant Professor

iCALL Psychosocial Helpline
Tata Institute of Social Scienc

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