

Vacancy 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 their 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.

Vacancy for the post of Programme Officer at iCALL Psychosocial Helpline, TISS. The Number of positions is not specified as this advt will work as a rolling advertisement

Name of the Post	Programme Officer
Remuneration	Rs, 65,000 - 68,000 Per Month
Variable pay	- Rs.15,000/- towards the Self-care allowance per annum and Mediclaim. - Increment of 20-25% after completion of 2 years if performance found to be extraordinary
Duration	Training Period of 3 months + 12 months based on performance

Job Profile:

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

- Active involvement in the strategizing and implementation of the iCALL services
- Overseeing partnerships and take initiatives as per the activities involved
- Conducting training sessions with multiple stakeholders
- Working with the TISS Administration for paperwork, joining formalities, transfer of payments and funds

- Overseeing social media communications and developing content for communications and publicity of iCALL's work
- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project
- Strategizing and planning interventions for well-being and burnout prevention within the team
- Data analysis and report writing
- Assisting in the interview process for the various positions.
- Conducting regular team meetings, supervision session
- Offering counselling services as and when required

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 willing to work in flexible hours

What iCALL can assure you:

- Rigorous training in the initial phase of the engagement
- Supervision
- Skill upgradation on regular basis
- Continuous support and guidance
- Regular team building activities to ensure team's wellbeing
- Self care allowance + Mediclaim
- 38 Annual leaves

How to Apply:

- Any candidate who applies once for the said post may not re-apply for the same post.
- The institute will process the application received on a monthly basis. Only Shortlisted candidates will be called for an interview.
- Desirous candidates may send their resumes to hr.icall21@gmail.com with the subject line 'Application for the post of Programme Officer'.

Date: 30/05/2025

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or inquiries, contact;

icallhelpline@gmail.com

Programme Director

iCALL Psychosocial Helpline