

## **Vacancies for various positions at iCALL Psychosocial Helpline, TISS**

**About TISS:** Tata Institute of Social Sciences (TISS), Mumbai (declared as an Institution Deemed to be a University under Section 3 of the UGC Act 1956), a grant-in-aid institute under the Ministry of Education, Government of India, has always been at the forefront of addressing issues related to social justice and social change. TISS offers over 50 Master's Degree programmes from Mumbai, Tuljapur, Guwahati and Hyderabad Campuses. Masters' programmes are offered in a range of socially relevant interdisciplinary areas such as Social Work, Social Sciences, Health, Management, Labour Studies and Habitat Studies. TISS is a research university with an 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 research collaboration with some of the best universities and institutions across all continents. TISS offers a very challenging but fulfilling academic environment and the 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 10 AM to 8 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 the 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	Type	Remuneration
1	Research Officer	1	12 Months	Full-time	<ul style="list-style-type: none"> <li>- Rs.50,000 - Rs.60,000 per Month</li> <li>- Annual Increment up to 10% (Based on the performance)</li> <li>- Upto 24,000 self care allowance per annum</li> <li>- Mediclaim,3k Travel Allowance and 2k staff welfare allowance after training period</li> </ul>
2	Research Assistant	2	12 Months	Full-time	<ul style="list-style-type: none"> <li>- Rs. 40,000 - Rs.45,000 per Month</li> <li>- Annual Increment up to 10% (Based on the performance)</li> <li>- Upto 24,000 self care allowance per annum</li> <li>- Mediclaim,3k Travel Allowance and 2k staff welfare allowance after training period</li> </ul>
3	Response Quality Reviewer	1	12 Months	Full-time	<ul style="list-style-type: none"> <li>- Rs 45,000/- to Rs 50,000/- per month</li> <li>- Annual Increment up to 10% (Based on the performance)</li> <li>- Up to Rs. 24, 000/- Self-care allowance per annum</li> <li>- Mediclaim,3k Travel Allowance and 2k staff welfare allowance after training period</li> </ul>
4	Helpline Supervisor	3	12 Months	Full-time	<ul style="list-style-type: none"> <li>- Rs 45,000/- to Rs 50,000/- per month</li> <li>- Annual Increment up to 10% (Based on the performance)</li> <li>- Up to Rs. 24, 000/- Self-care allowance per annum</li> <li>- Mediclaim,3k Travel Allowance and 2k staff welfare allowance after training period</li> </ul>

5	Programme Officer	3	12 Months	Full-time	<ul style="list-style-type: none"> <li>- Rs 60,000/- to Rs 75,000/- per month</li> <li>- Annual Increment up to 10% (Based on the performance)</li> <li>- Up to Rs. 24, 000/- Self-care allowance per annum</li> <li>- Mediclaim,3k Travel Allowance and 2k staff welfare allowance after training period</li> </ul>
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## 1. RESEARCH OFFICER

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

- Undertake literature reviews to synthesise existing evidence and identify research gaps.
- Lead and support research activities involving technology and data systems in mental health contexts.
- Writing proposals for the institutional ethics review board.
- Performing data handling, including data cleaning, management, and complex Qualitative and Quantitative analysis.
- Draft research reports, academic papers, concept notes, presentations, knowledge resources and content.
- Assist the team with relevant research-based activities.
- Coordination with various stakeholders for the implementation of the various deliverables under the project.

Desirous candidates should:

- Possess a full-time Master's Degree in Clinical/Counselling Psychology from a UGC recognized University.
- Must have at least 3-4 years of experience in mental health research.
- Have experience in handling and analysing data, including quantitative and/or qualitative approaches.
- Must have skills to conceptualise the research question & design, and must be trained in quantitative and qualitative research methodologies.
- Have experience in and knowledge of AI systems, responsible AI frameworks, and ethical considerations when applying AI in mental health.
- Have experience in managing and supervising teams in research-related activities.

- Must have excellent academic and research writing skills.
- Have knowledge of statistical or qualitative analysis software.
- Must have excellent communication skills.
- Attention to detail, reliability, and ability to work both independently and collaboratively.
- Be willing to work flexible hours.

## 2. RESEARCH ASSISTANTS

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

- Assist in organizing, cleaning, and maintaining project data.
- Prepare monthly dashboards and data summaries for internal project reviews and reporting purposes.
- Support in the development of bi-annual insight reports, including narrative and visual representation of key findings.
- Conduct research activities such as literature reviews, collating research evidence, and summarizing findings.
- Contribute to drafting project reports, presentations, and related written materials.
- Monitor data trends and flag anomalies or emerging patterns to the team.
- Support the team with other research-related tasks as needed.

Desirous candidates should:

- Possess a full-time Master's Degree in Clinical/Counselling Psychology from a UGC recognized University.
- Must have prior experience in mental health research.
- Have strong analytical and data management skills (experience with Excel, Google Sheets, or data visualization tools is a plus).
- Have familiarity with research methods, including literature reviews and qualitative/quantitative analysis.
- Have knowledge of youth mental health.
- Have excellent written and verbal communication; ability to draft clear summaries as well as academic and non-academic reports.
- Be able to work both independently and collaboratively.
- Be willing to work flexible hours.

### **3. Response Quality Reviewer**

#### **Job Profile:**

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

- Review session logs and case documentation over technology assisted modality
- Ensure accurate recording of presenting concerns, common themes, interventions, risk assessments, and referrals
- Identify data trends, gaps, and error patterns
- Maintain compliance with confidentiality and data protections
- Support the leadership team with insights for process improvement and functionality
- To collaborate with teams to ensure documentation quality

#### **Desirous Candidates Must:**

- Possess a Master's Degree in Counseling / Clinical psychology or allied sciences from a UGC-recognized University.
- Should have at least 2 years of experience in mental health work. Experience in the helpline set up would be an added advantage.
- Possess excellent analytic, listening and communication skills
- Be skilled in the use of computers and data analysis
- Be willing to work in flexible hours
- Ability to work independently and collaboratively
- Be willing to commit for at least 12 Months and this will be extended based on the performance

### **4. POST OF HELPLINE SUPERVISOR**

#### **Job Profile:**

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

- Offering counselling and supervision to a team of counsellors
- Assisting with training and handholding of counsellors
- Overseeing the day-to-day operations of the helpline; the inflow of calls and emails
- Assisting with the recruitment and shortlisting process for counsellors.
- Training and handholding the new recruitments
- Mapping the training needs of counsellors

- Mapping the progress of team members and assigning responsibilities within the team
- Organizing debriefs regularly and provide the inputs to the team
- Assisting with planning interventions for well-being and burnout prevention for the team
- Conducting training for external agencies as per the requirement

**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 year of experience 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 comfortable to work on Saturdays and Sundays. The weekly off would be on the weekdays upon mutual decision.
- Be willing to commit for at least 12 Months and this will be extended based on the performance.

## **5. POST OF PROGRAMME OFFICER**

**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, interventions for well-being and burnout prevention within the team
- Overseeing partnerships and taking 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
- Conducting data analysis and report writing
- Assisting in the recruitment process for the various positions.

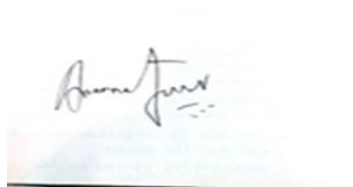
- Conducting regular team meetings and supervision sessions
- Offering counselling services as and when required

**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

All the position candidates will be expected to work in hybrid mode. Interested candidates may send their cover letter and resume to [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) by **27th May 2026** with the 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](mailto:icallhelpline@gmail.com)



**Programme Director and Assistant Professor**

**iCALL Psychosocial Helpline**

**Tata Institute of Social Science**