

**Vacancies for Programme Officer and Senior Programme Officer  
at iCALL Psychosocial Helpline, TISS**

**About the iCALL Psycho-social Helpline:**

iCALL is a Field Action Project of the School of Human Ecology, Tata Institute of Social sciences. iCALL was established in September, 2012 with an objective of providing accessible, affordable and quality counseling services to individuals in distress; particularly those who belong to the marginalised communities. iCALL is a national level telephonic, email facility which offers free counselling services to individuals in distress across the lifespan. iCALL also receives calls from individuals residing outside India. The service is run by trained professionals who provide information, emotional support, therapeutic services and referral linkages in 10 different regional languages for individuals across the lifespan, in distress. The service is free, confidential and anonymous. iCALL believes that distress is psycho-social in nature and needs to be contextualised in people's lives. iCALL adopts a strengthsbased approach to its work. iCALL provides psycho-social counseling for over 20+ themes. These themes include concerns such as emotional distress, relationship conflicts, academic concerns, mental health diagnosis, domestic violence, sexuality, suicide, self-harm. Apart from providing psycho-social counseling services, iCALL also engages in other activities such as research, curriculum development for and capacity enhancement of mental health and helping professionals, providing consultancy to state government, NGOS and International organisations such as UNFPA, UNICEF and Facebook, and outreach and awareness creation on mental health and allied issues.

**1. Post of Programme Officer**

Name of Post	Programme Officer
Advertisement number	4icall/11/2021/10
No of Posts	02
Last date of Application	30/11/2021
Remuneration	40,000-46,000 Per month

**Job Profile:**

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

- Offering counselling and supervising a team of counsellors
- Overseeing employee assistance partnerships of iCALL
- Conducting trainings for different funding partners of iCALL
- Working with the TISS Admin and HR for paper work, joining formalities, transfer of payments and funds
- Overseeing social media communications and developing content for communications and publicity of iCALL's work
- Undertaking research and academic writing for research projects commissioned to iCALL
- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project
- Strategising and planning interventions for well-being and burnout prevention within the team

**Desirous candidates should:**

- Possess a full-time Master's Degree in Psychology from a UGC recognized University
- Have atleast 4 years of counselling experience and about 2 years of experience of working in a supervisory role
- Possess good communication skills in English and Hindi and atleast 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

**2. Post of Senior Programme Officer**

Name of Post	Senior Programme Officer
Advertisement number	4icall/11/2021/11
No of Posts	01
Last date of Application	30/11/2021
Remuneration	50,000 Per month

**Job Profile:**

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

- Supervising a team of counsellors and Programme Officers
- Assisting Programme Associates in strategizing and planning for internal projects, activities, fund building, and partnerships

- Overseeing and strategizing for employee assistance partnerships of iCALL
- Conducting trainings for different funding partners of iCALL
- Working with the TISS Admin and HR for paper work, joining formalities, transfer of payments and funds
- Overseeing social media communications and developing content for communications and publicity of iCALL's work
- Undertaking research and academic writing for research projects commissioned to iCALL
- Planning, coordinating with various stakeholders and implementation of the various deliverables under the project
- Assessing training needs of counsellors and Programme Officers and strategise for skill building and burnout prevention

**Desirous candidates should:**

- Possess a full-time Master's Degree in Psychology from a UGC recognized University
- Have atleast 5 years of counselling experience and about 3 years of experience of working in a supervisory role
- Possess good communication skills in English and Hindi and atleast 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

Interested candidates must email their updated resumes on [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) with the subject line 'Application for the post of Programme Officer/Senior Programme Officer' **before the 30<sup>th</sup> of November 2021**. Applications received later than the aforementioned dates will not be considered.

For enquiries, contact;

**Prerna Yadav & Madhuri Tambe**

Programme Associates

iCALL Psychosocial Helpline

Tata Institute of Social Sciences

Email : [contact.icall@tiss.edu](mailto:contact.icall@tiss.edu)

**Dr. Aparna Joshi**

Project Director and Assistant  
professor

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Tata Institute of Social Sciences