

Vacancies for the multiple posts at iCALL Psychosocial Helpline, TISS

About iCALL Psychosocial 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 and chat based 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 strengths based 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.

No	Name of the post	No of vacancies	Duration of the employment	Remuneration
1	E-Mail Counsellor (Part-Time)	04	12 months	Rs. 15,000/- per month
2	Sr. Admin Executive	01	12 months	Rs. 45,000/- per month
3	Sr. Accounts Executive	01	12 months	Rs. 45,000/- per month

1. POST OF E-MAIL COUNSELLOR

Job Profile:

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

- Offer email-based counselling along with a team of counsellors
- Address diverse issues related to academics, career, interpersonal relationships, suicide and self-harm, gender-based violence, gender and sexuality from a psychosocial perspective, over e-mails
- Document and maintain monthly records of emails addressed during the month
- Coordinate with senior team members for supervision and feedback regularly.

Selected candidates will have to undergo a brief training before they start addressing emails. Addressing emails will be a supervised activity whereby an opportunity to learn and upgrade themselves on one hand and to take care of their own mental health issues on the other, will be provided on an ongoing basis

Desirous Candidates Must:

- Possess a Master's Degree in Counselling or Clinical Psychology
- Have an experience of academic and therapeutic writing
- Be willing to devote 24 hours in a week and be available specifically on Saturday.
- Good writing skills in both Hindi and English and preferably 1 more regional language
- Be skilled in the use of computers for the purpose of documentation, data analysis and email-based counselling
- Be willing to commit for a duration of at least 1 year
- Have sound knowledge of therapeutic process skills and psychotherapy

2. POST OF SR. ADMIN EXECUTIVE

Job profile

- Supervise the work of the team members
- Scheduling and managing all administrative responsibilities.
- Assisting in proposal development, budgeting, raising invoices and reimbursements for expenditure incurred under all projects of iCALL
- Undertaking logistical arrangements as per the project requirement.
- Handling all travel arrangements for iCALL team as and when required
- Coordinating with Program teams accounts team at iCALL for all administrative work
- Working alongside TISS admin for the smooth functioning of the project
- Preparing regular reports (e.g. expenses and office budgets) and organizing company records.

- conducting documentation of utilization of allocated funds
- Facilitate ongoing accounts operations such as salary processing, reimbursement processing, vendor payments, advance payments, settlements and so on.
- Offer assistance to plan and implement the strategies for the team's wellbeing
- Ensure that good governance practices are implemented and followed in the organization

Desirous candidates must:

- Masters with 55% marks in any discipline plus 5 years of work experience or Bachelor's degree in any discipline with 55% of marks plus 8 years of work experience
- Ability to work well in a fast-paced environment while still maintaining attention to details
- Ability to work independently with tight deadlines without much support
- Good administrative skills in order to manage the work of the project and liaison with TISS accounts department.
- 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, is a must. Proficiency in Marathi language would be considered as a plus point.
- Willingness to travel, stay in locations across the country, as the need arises.

3. POST OF SR. ACCOUNTS EXECUTIVE

Job Profile:

- Supervising and monitoring the team's work
- Developing the budgets for the project activities
- 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.

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- 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.

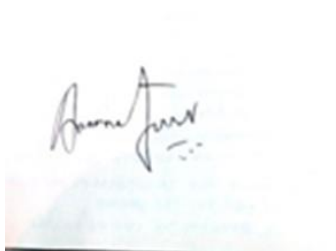
Desirous Candidates Must:

- Masters in Commerce and related disciplines with 55% marks plus 5 years of work experience OR Bachelor's degree in Commerce and related disciplines with 55% marks plus 8 years of work experience
- 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.

Desirous candidates may send their résumé to icallhelpline@gmail.com before 10/3/2023 with a subject line **Application for the post of (specify the post) – March 2023**. Please mention the name of the position you are applying for in the subject line. Late applications shall not be entertained. Shortlisted candidates will be called for an interview.

For inquiries, contact;

icallhelpline@gmail.com



Programme Director

iCALL Psychosocial Helpline

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