Vacancies for the multiple posts at iCALL Psychosocial Helpline, TISS

About TISS: The Tata Institute of Social Sciences (TISS) was established in 1936 and is a deemed university fully funded by the University Grants Commission, Government of India. TISS offers over 50 Master's Degree programmes from its Mumbai, Tuliapur, Guwahati and Campuses. Masters' programmes are offered in a range of socially relevant interdisciplinary areas of Social Work, Social Sciences, Health, Management, Labour Studies and Habitat Studies. TISS is a research university with 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 commit- ted 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 8 AM to 10 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	Remuneration
1	Content Creator	1	12 Months	Rs. 45,000 - 50,000/-
2	Attendant	1	12 Months	Rs. 15,000 - 19,500/-
3	Data Entry Clerk	1	12 Months	Rs. 18,000 - 22,000/-

1. POST OF CONTENT CREATOR JOB PROFILE:

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

- Prepare content creation plan for various occasions
- Develop user-friendly content for mental health awareness
- Actively work on articles, social media posts, flyers, and video scripts for the websites
- Assist with proofreading and editing knowledge products developed by iCALL
- Translate content in Hindi
- Coordinate with other teammates and vendors to design and publish content

DESIROUS CANDIDATE SHOULD:

- Possess a full-time Master's Degree in Humanities or allied sciences from a UGC-recognized University.
- Should have a thorough knowledge of Mental Health and Psychosocial well-being of children, young people, families, and communities., prior experience will be preferable.
- Should possess excellent academic writing skills in English.

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- Ability to translate content into accessible and engaging content.
- Excellent organizational and time management skills with the ability to meet deadlines in a fast-paced environment.
- Should work independently and assist others if required.

2. POST OF AN ATTENDANT

JOB PROFILE:

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

- Cleaning and dusting of the office premises, and pantry regularly.
- Monitor and replenish office supplies such as stationary, snacks, etc
- Bank-related work like depositing cheques, DD, withdrawals, etc.
- Assisting with administrative tasks such as scanning, filing, sending couriers & speed posts, bill payments, and data entry.
- Logistical arrangements for meetings, training, and workshops.
- Support office staff with miscellaneous tasks as and when assigned.
- Serve Tea and Coffee to Staff and office Visitors.

DESIROUS CANDIDATE SHOULD:

- Should be 10th pass.
- Should know Hindi and Marathi
- Should be flexible with the timings

3. POST OF DATA ENTRY CLERK

JOB PROFILE:

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

- Provide administrative support as and when assigned.
- Assist with data entry and maintaining various databases.

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- Maintain up-to-date records both physical and electronic.
- Assist with inventory management and procurement of office supplies.
- Coordinate office logistics, including meetings and training.
- Maintaining various MIS/ Data Management.
- Carry out other related duties from time to time, as required.

DESIROUS CANDIDATE SHOULD:

- Minimum HSC in relevant field.
- 0 to 2 years of experience in relevant field.
- Excellent verbal communication.
- MS Word & Excel skills are a must.
- Ability to multitask.
- Adaptability and willingness to learn new tasks and processes.

Interested candidates may send their resume to icallhelpline@gmail.com on or before **19th April 2024** 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



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Programme Director and Assistant Professor

iCALL Psychosocial Helpline

Tata Institute of Social Science