

## **Vacancies for the posts of Helpline Supervisor 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 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.

<b>No</b>	<b>Name of the post</b>	<b>No of vacancies</b>	<b>Duration of the employment</b>	<b>Remuneration</b>
1	Helpline Supervisor	3	12 Months	Rs. 57,000 to Rs. 60,000 per Month  Up to 15,000 self-care allowance per annum and Mediclaim
2	Part-Time Counselor	4	9 Months	Rs. 16,000 to Rs. 17,500 per month  Rs. 1,500 monthly laptop allowance  Up to 8,000 self-care allowance per annum and mediclaim
3	Senior Counselor	3	12 Months	Rs. 40,000 to Rs. 42,000 per Month  Up to 15,000 self-care allowance per annum and Mediclaim
4	E-Mail Counselor	3	12 Months	Rs. 17000 - Rs. 19,000 per Month  Up to 8,000 self-care allowance per annum and Mediclaim

### **1. 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 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 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.

## **2. POST OF PART-TIME COUNSELORS**

**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 counselling services over the telephone to clients accessing the helpline Maintain documentation of counselling sessions in the MIS format
- Preparation of monthly reports and case studies
- Coordinate with team members for seamless service delivery
- Participate in regular training and supervision sessions.

### **Desirous Candidates Must:**

- Possess a Master's Degree in Counselling or Clinical Psychology
- Have relevant experience of a minimum of a year
- Speak English and Hindi and **at least one regional language** fluently and possess good writing skills in English
- Any experience and training in working with children, adolescents and families is desired.
- Be skilled in the use of computers for the purpose of documentation, data analysis
- Be willing to commit for 9 months
- Have sound knowledge of therapeutic process skills and psychotherapy
- Be willing to work for 6 days a week in part-time capacity

## **3. POST OF SENIOR COUNSELOR**

### **Job Profile:**

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

- Answering calls and emails, maintaining records, monthly reports of the calls and emails attended on the helpline
- Monitoring and guiding the other counsellor's work at iCALL
- Daily reviewing emails and sharing feedback
- Assisting with monthly data of calls and emails
- Design training modules and workshops for academic, government, and corporate institutions when required
- Deliver talks, conduct training, and workshops on topics related to counseling, mental health, and psychosocial well-being when required
- Write newsletters, fliers, blogs, and articles to help sensitize laypeople regarding mental health
- Develop case studies, research papers, and other works of academic writing on iCALL's work when required.

**Desirous Candidates Must:**

- Possess a Master's Degree in Counselling or Clinical Psychology
- Have counselling experience for a minimum of 2-3 years
- Proficiency in spoken English and Hindi is required, along with strong writing skills in English. Additionally, fluency in any other Indian regional language will be considered an asset
- Possess expertise or basic understanding of utilizing computer applications such as Excel, Word, and PowerPoint for documentation, data analysis, and counselling
- Be willing to commit for at least a year
- Have sound knowledge of therapeutic process skills and psychotherapy
- Be willing to work in shifts on a weekly rotational basis
- Be willing to travel within Mumbai and to different parts of the country to conduct outreach, training, and workshops when required

### 3. EMAIL COUNSELOR

**Job Profile:** The candidate shall report directly to the Programme Associate, 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 in timely manner.
- Document and maintain monthly records of emails addressed during the month
- Coordinate with senior team members for supervision and feedback regularly

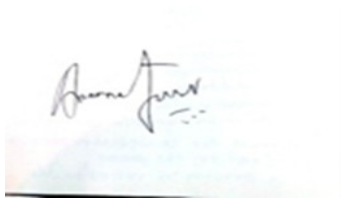
Selected candidates will have to undergo a brief training before they start addressing emails. Addressing emails will be a supervised activity whereby an opportunity to learn and upgrade their skills.

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

- Possess a Master's Degree in Counselling or Clinical Psychology
- Have experience of academic and therapeutic writing
- Be willing to devote 4 hours per day for 6 days in a week.
- Good writing skills in both Hindi and English and preferably 1 more regional language
- Be skilled in the use of computers for documentation and email-based counselling
- Be willing to commit for at least 1 year
- Have sound knowledge of therapeutic process skills and psychotherapy

Interested candidates may send their resume to [icallhelpline@gmail.com](mailto:icallhelpline@gmail.com) on or before **22nd July 2025** 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**