

Women/Child Helpline Staff Recruitment Criteria along with Role & Responsibilities

Position Name	No of Positions	Minimum Eligibility Criteria
Helpline Administrator	01	<ul style="list-style-type: none"> Any woman having a Masters in Law/ Social Work/ Sociology/Social Science/Psychology with at least 5 years' experience of working on women related relevant domains in an administrative set-up with a Government or Non-Government project/programme and preferably with at least 1-year experience of counselling either within or outside the same set-up. She should be preferably a resident of the local community so that local human resource and expertise is utilised for effective functioning of the centre.
IT supervisor	01	The applicant should be graduate with at least diploma in computers/ IT etc with a minimum of 3 years' experience in data management, process documentation and web-based reporting formats, video conferencing at state or district level with government or Non-Governmental/ IT based organizations.
Call Operator	15	The applicant should have qualification 10+2 with good communication skills in Hindi, English and / or regional languages and having requisite qualifications and experience of working on telecom / web based relevant systems.

Role & Responsibilities

i.	The Helpline Administrator will be in charge for the overall smooth functioning of WHL/CHL.
ii.	She will ensure prompt and meaningful response towards every call received at the Helpline.
iii.	She will be responsible to monitor and intervene (if required) in any ongoing calls.
iv.	She will supervise each case, take it to a logical conclusion and later follow up with the aggrieved child/woman.
v.	She will ensure effective convergence with concerned agencies/institutions.
vi.	She will facilitate redressal of issues related to non responsiveness of State agencies/institutions in collaboration with Director.
vii.	She will be responsible for making schedules for the team and managing the team in such a way that the Helpline is up and active 24 hours a day seven day a week.
viii.	She will be responsible for preparing daily, weekly and monthly reports and preparing periodical reports.
ix.	She will be responsible for formulating Resource Directory containing information about the relevant State and private authorities/institutions/ individuals related to child/woman protection and rights.
x.	She will be responsible for conducting advocacy meetings to create good working culture between CHL/WHL and different service providers.
xi.	She will conduct awareness generation activities within community to raise awareness around CHL/WHL.

xii.	She will monitor the functioning of CHL/WHL, conduct the performance appraisal of the staff, facilitate capacity building, guidance and support for the team.
xiii.	She will be responsible for day-to-day management of CHL/WHL team and reporting to Director and any other competent authority as and when required.