PRESS RELEASE

Department of Social Welfare

Recruitment of Staff of Women Help Line (WHL) 181

The Ministry of Women & Child Development has started a new scheme for setting up of Women Help Line with an objective to provide 24 hours immediate and emergency response to women affected by violence, information about women related government schemes and programs across the country through a single uniform number 181.

The following posts in the Women Help Line (WHL) are to be filled on consolidated pay by the Commissioner of Social Welfare on contract basis through the selection committee. Applications are invited from eligible candidates for the following posts.

a) Call Responders (5 posts)
b) Shift Managers (1 post)
c) Monitoring and Evaluation Researcher (1 post)
d) Monitoring and Evaluation Officer (1 post)
e) Communications Officer (1 post)
f) WHL Coordinator (1 post)

The application form, educational qualification, age and other details are given in the www.tn.gov.in (Social Welfare & Nutritious Meal Programme Department).

Eligible candidates can apply for the above said posts in the prescribed application form along with a pass-port size photograph which is to be sent to the following address.

The Commissioner
Commissionerate of Social Welfare,
2nd floor, Panagal Malligai,
Saidapet, Chennai-15.

The deadline for application has been extended from 10.07.2019. After scrutinizing all applications shortlisted candidates will be called for an interview by the Commissioner of Social Welfare. The applications should reach this office within the stipulated date. The interview dates will be intimated to qualified applicants. The appointment will be purely on merit and experience basis. The discretion of the selection committee will be final in this regard.

Sd/- V. Amuthavalli
Commissioner of Social Welfare

//By Order//
### Job Description & Eligibility for WHL (181)

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<th>No.</th>
<th>WHL Vacancies</th>
<th>Details</th>
<th>Salary</th>
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| 1.  | WHL Coordinator (1 post)            | **Job Description:** To act as day to day manager of the helpline coordinating the provision of the service by the Helpline staff. Ensure that the helpline is adequately supervised and staffed during all hours. To ensure the helpline provides support and up to date information to all enquirers. To ensure up to date resources are available to assist the helpline volunteers in responding to enquiries. To report to State Project Coordinator. To highlight serious enquiries to the SPC for investigation when appropriate. Highlight the work of the helpline by promoting its service through meetings and presentations. To develop the helpline equipment to ensure it meets the requirements of the service. Ensure all enquires received through email, letter and telephone are followed up appropriately.  

**Qualifications:**  
Any Master's Degree with a minimum of 5 years' experience in a managerial role. Preference for Women's Studies and related degrees. Should have exceptional drafting / proposal writing skills. Ms Office knowledge compulsory. Eligible Candidate will be between the ages of 30 years to 40 years only.

**Special Allowance:**  
WHL Coordinator will be entitled to Rs. 5000 as monthly special allowance excluding travel and other allowances, on successful completion of 6 month probation period assessment.

**Penalty:**  
If the employee wishes to terminate her/his contact then a 6 months’ salary and allowance would have to be paid as penalty by the employee. | Rs. 35,000 |
| 2.  | Monitoring and Evaluation Officer (1 post) | **Job Description:** Develop Process Indicators. Ensure the Monitoring and Evaluation of the helpline service is carried out in accordance with the Government of India's requirements. Work with the other team members to ensure timely reporting to SRCW. Report monthly to the State Project Coordinator on service delivery. Network with relevant organizations to ensure cross fertilization of good practice, and enable duplication and gaps to be addressed. Where appropriate liaise with agencies and community groups. Ms Office knowledge compulsory.  

**Qualifications:**  
Masters in Economics or Masters in Development Management or any relevant degree. Minimum of 3 years' | Rs. 30,000 |
experience in a Monitoring and Evolution role. Should have exceptional drafting / proposal writing skills. Should have adequate knowledge handling SPSS packages.

**Special Allowance:**
M&E Officer will be entitled to Rs. 5000 as monthly special allowance excluding travel and other allowances, on successful completion of 6 month probation period assessment.

**Penalty:**
If the employee wishes to terminate her/his contact then a 6 months' salary and allowance would have to be paid as penalty by the employee.

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<th>3. Monitoring and Evaluation Researcher (1 post)</th>
<th>Job Description:</th>
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<td>Develop Process Indicators. Ensure the Monitoring and Evaluation of the helpline service is carried out in accordance with the Government of India’s requirements. Work with the other team members to ensure timely reporting to SRCW. Report monthly to the State Project Coordinator on service delivery. Network with relevant organizations to ensure cross fertilization of good practice, and enable duplication and gaps to be addressed. Where appropriate liaise with agencies and community groups. Ms Office knowledge compulsory.</td>
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**Qualifications:**
Any Master’s Degree with adequate computer skills. Minimum of 1 years’ experience in a Monitoring and Evolution role. Should have exceptional drafting skills.

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<th>4. Manager/ Supervisor (1 post)</th>
<th>Job Description:</th>
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<td>Work as Shift Supervisors. Report to WHL Coordinator. Demonstrate sensitivity, empathy regarding human service issues. Project a nonjudgmental attitude towards those requiring assistance. Answer and provide appropriate assistance for information / referral calls following policies and procedures. Answer and provide appropriate intervention / assistance for listening / support calls following policies and procedures. Answer and provide appropriate intervention for crisis/suicide calls following policies and procedures. Prevent suicide by intervening with emergency personnel as needed. Answer and provide appropriate information and intervention to all calls. Document calls correctly into computer tracking system according to procedure. Identity active callers and follow appropriate directives as listed in the active caller profile sheets. Contact Helpline Center supervisor, on call staff or back-up staff as necessary. Complete suicide follow-ups and Quality Surveys according to procedure. Ms Office Knowledge compulsory.</td>
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| | Rs. 18,000 |
| | Rs. 25,000 |
| 5. | Communications Officer (1 post) | **Job Description:** Thinking creatively to produce new ideas and concepts and developing interactive design using innovation to redefine a design brief within time constraints. Presenting finalized ideas and concepts for the Commissionerate of Social Welfare. Working with a range of media, including Photoshop, InDesign, Corel Draw etc. and keeping up to date with emerging technologies. Proofreading to produce accurate and high-quality work, demonstrating illustrative skills with sketches and working on layouts ready for print. Ms. Office knowledge compulsory. Would have to manage Social Media for the Commissionerate of Social Welfare and the WHL (181).

**Qualifications:** Degrees in Visual Communication, Designing, Journalism, Public Relations are eligible to apply. Should have knowledge of designing and using latest design software. | Rs. 25,000 |
| 6. | Call Responders (5 posts) | **Job Description:** Demonstrate sensitivity, empathy regarding human service issues. Project a nonjudgmental attitude towards those requiring assistance. Answer and provide appropriate assistance for information/referral calls following policies and procedures. Answer and provide appropriate intervention/assistance for listening/support calls following policies and procedures. Prevent suicide by intervening with emergency personnel as needed. Answer and provide appropriate information and intervention to all calls. Document calls correctly into computer tracking system according to procedure. Identity active callers and follow appropriate directives as listed in the active caller profile sheets. Contact Helpline Center supervisor, on call staff or back-up staff as necessary. Complete suicide follow-ups and Quality Surveys according to procedure. Complete call monitoring according to procedure. Ms. Office Knowledge compulsory.

**Qualifications:** Bachelor in Social Work or Counseling Psychology. Minimum of 2 years' experience for Bachelor’s Degree and Minimum of one year experience for Master's Degree. Should have exceptional drafting / proposal writing skills. Should be willing to work on a shift basis. | Rs. 16,000 |
# Application Form

**FOR THE POST OF __________________________**

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| 1. | **Name of the Candidate**  
   (in Capital Letters) |
| 2. | **Gender** |
| 3. | (a) **Date of Birth**  
   (Proof to be attached)  
   (b) **Age as on 10.07.2018** |
| 4. | **Marital Status** |
| 5. | **Name of the Parent / Guardian / Husband**  
   (Select one) |
| 6. | **Nationality** |
| 7. | **Education Qualification with passing month, year, class, starting from most recent, in a separate sheet.**  
   (Certificate Copy to be attached) |
| 8. | **Experience if any with number of years, starting from most recent, in a separate sheet.**  
   (Certificate Copy to be attached)  
   (i) Government  
   (ii) Private |
| 9. | **Address for Communication** |
| 10. | **Contact Numbers (mobile / landline)** |
| 11. | **E-mail Address** |
12. Other Certification / Workshops / Trainings Undertaken

It is certified that:

a. The information furnished in the application form and enclosed documents is correct.

b. If selected, I shall not hold office of profit or pursue any profession or carry on any business other than my designated position of ____________________ at the Commissionerate of Social Welfare.

Signature of the Candidate

Place :

Date :

Note: Filled in applications with relevant enclosures / documents duly self attested to be sent only through registered post / speed post so as to reach on or before 10th of July, 2019 by 5:00 p.m. to the following address. Applications received after the above date will summarily rejected. Original Certificates should not be sent along with the application. The envelope may be superscribed with “Application for the post of ____________________ @ State Resource Centre for Women (SRCW)”

State Resource Centre for Women,
Commissionerate of Social Welfare,
Panagal Maligai, 2nd Floor,
Saidapet, Chennai – 15.