

No. SW/Mission Vatsalya/DNH&DD/2023-24/31

Date:- 19.05.2023

ADVERTISEMENT

The Child Protection Society of U.T. of Dadra & Nagar Haveli and Daman & Diu is inviting applications from the interested and eligible candidates from below mentioned posts purely on Short Term Contract Basis to engage the professional staff for Child Helpline under "Mission Vatsalya".

A. Women & Child Development - CONTROL ROOM					
S. No	Position & Salary	Number of Staff	Age	Qualification	Roles & Responsibilities
1	Helpline Administrator (Rs.35,000/-)	01	18 to 45 years	<ul style="list-style-type: none"> Any person having a Masters in Law/ Social Work / Sociology/Social Science/ Psychology with at least 5 years' experience of working on child 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/he should be preferably a resident of the local community so that local human resource and expertise is utilized for effective functioning of the centre. 	<ul style="list-style-type: none"> The Helpline Administrator will be in charge for the overall smooth functioning of CHL. She/he will ensure prompt and meaningful response towards every call received at the Helpline. She/he will be responsible to monitor and intervene (if required) in any ongoing calls. She/he will supervise each case, take it to a logical conclusion and later follow up with the aggrieved child. She/he will ensure effective convergence with concerned agencies/ institutions. She/he will facilitate redressal of issues related to non responsiveness of State agencies/institutions in collaboration with Director, WCD. She/he 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. She/he will be responsible for preparing daily, weekly and monthly reports and preparing periodical reports. She/he will be responsible for formulating Resource Directory containing information about the relevant State and private

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					<p>authorities/institutions/ individuals related to child protection and child rights.</p> <ul style="list-style-type: none"> • She/he will be responsible for conducting advocacy meetings to create good working culture between CHL and different service providers. • She/he will conduct awareness generation activities within community to raise awareness around CHL. • She/he will monitor the functioning of CHL, conduct the performance appraisal of the staff, facilitate capacity building, guidance and support for the team. • She/he will be responsible for day-to-day management of CHL team and reporting to Director, WCD and any other competent authority as and when required.
2	Call Operators (Rs.15,000/-)	04	18 to 35 years	<ul style="list-style-type: none"> • Any person who is having Degree or Diploma in Electronics & Communication OR • Degree or diploma in computers / IT • And also should have good communication skills in Gujarati, Hindi and English languages. • Preference will be given to the candidate having experience of working on telecom / web based relevant systems. 	<ul style="list-style-type: none"> • She/he will attend the calls; do primary referrals, does data entry and forward serious cases and cases which need first point counselling to Helpline Administrator. • She/he will provide information about the Government Schemes and programmes related to Child protection and Child Rights. • She/he will provide all the assistance to children applying for any such above mentioned schemes or programmes and guide them through the process to be adopted for accessing the same. • She/he will help the Helpline Administrator in attending missed calls. • She/he will be responsible for other work as assigned By the Helpline Administrator. • She/he should be willing to work on shift duty (Day/Night)

M. J.