

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	<p>Call Operators</p> <p>(Rs.15,000/-)</p>	04	<p>18 to 35 years</p>	<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)

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3	IT Supervisor (Rs. 30,000/-)	01	18 to 35 years	<ul style="list-style-type: none"> Any person who is a 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. 	<ul style="list-style-type: none"> The IT staff will look after the technological aspect of CHL and ensure that it remains functional at all times. She/he would follow strict proceedings to maintain privacy with regard to data generated and will ensure that name and other details of aggrieved child remain confidential in each step of case history documentation. She/he would draft the daily/monthly/quarterly report based on the MIS, web based data collection which would be approved at the level of the Helpline Administrator for submission. She/he with the help of Helpline Administrator will formulate the resource directory containing information about the relevant State and private authorities/institutions/individual related to child protection.
4	Multi-purpose Staff (Rs. 11,000/-)	01	18 to 35 years	<ul style="list-style-type: none"> 10th passed from a recognized Board/ Equivalent Board. 	<ul style="list-style-type: none"> She/he would be responsible for maintaining hygiene and sanitation at Helpline. She/he will be responsible for the house keeping at CHL.
5	Security Guard/ Night Guard (Rs. 10,500/-)	01	18 to 40 years	<ul style="list-style-type: none"> 10th passed from a recognized Board/ Equivalent Board. Any person having at least 2 years' experience of working as security personnel in a government or reputed organization at the district/state level. He/she should preferably be retired military/ para-military personnel. 	<ul style="list-style-type: none"> She/he will be responsible for the overall security of Helpline Centre. She/he would be responsible for safety of all capital assets, furniture and equipment at CHL.

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B. CHILD HELPLINE UNIT AT DCPU, DADRA & NAGAR HAVELI

S. No	Position	Number of Staff	Age	Qualification	Roles & Responsibilities
1	Project Coordinator (Rs. 30,000/-)	01	18 to 40 years	<ul style="list-style-type: none"> • Post Graduate degree in Social Work/Sociology/Child Development/Human Rights Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Graduate in Social Work/ Sociology/ Child Development/ Human Rights Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ community Resource Management from a recognized University <p>Experience: with 2 years' experience in project formulation/ implementation, monitoring and supervision in the preferably in the field of Women & child Development / Social Welfare.</p> <ul style="list-style-type: none"> • Proficiency in Computers. • Preference may be given to personnels of working in Emergency Helplines. 	<ul style="list-style-type: none"> • Overall responsible for supervision and management of Child Helpline Unit at DCPU. • Developing strategy for districts that he/she is directly responsible for Childline network and facilitation based on call trends analysis and other qualitative data generated. • Capacity building of team during visits. • Liaisoning with local administration for advocacy. • Providing data on initiatives taken up towards Institutionalizing Child Rights in functioning of allied systems at the district level. • Needs assessment of district, organizing advocacy initiatives and regional networks & campaigns. • Responsible for developing good networking and linkages with the Anganwadi workers and members of panchayat/ local bodies at community/ block levels.
2	Counselor (Rs. 18,536/-)	01	18 to 35 years	<ul style="list-style-type: none"> • Graduate in Social Work / Sociology /Psychology/ Public Health/ Counseling from a recognized university. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • PG Diploma in Counseling and Communication. <p>Experience: At least 1 year of working experience with the Govt./NGO preferably in the field of Women & Child Development.</p> <ul style="list-style-type: none"> • Proficiency in Computers. • Preference may be given to personnels of working in Emergency Help lines. 	<ul style="list-style-type: none"> • Child Helpline Unit at District level shall have a counselor for providing counseling services to children coming in contact with CHL Unit and shall work in close coordination with counselor in DCPU. Calls requiring urgent nature of psycho-social support/ Emotional Support and guidance shall be handled by the counselor on priority.

3	Child Helpline Supervisors (Rs. 20,000/-)	03	18 to 35 years	<ul style="list-style-type: none"> • Graduate preferably in B.A in Social Work/ Computer Sciences/Information Technology/ Community Sociology/Social Sciences from a recognized university. • Weightage for experienced candidate. • Proficiency in Computers. • Preference may be given to personnels having experience of working in Emergency Helplines. 	<ul style="list-style-type: none"> • Child Helpline Supervisor at district level shall work as a link between the community and the CHL unit at District Child Protection Unit. • Responsible for taking calls transferred from WCD Control Room at the CHL unit and taking appropriate action as per the provisions of Juvenile Justice (Care & Protection of Children) Act, 2015. • Responsible for identifying families and children at risk and offer necessary support services. • Tending to child related needs like medical, shelter, restoration and nutrition to children in need of care and support. • Assisting Project Coordinator in organizing awareness activities and outreach programmes. • She/he should be willing to work on shift duty (Day/Night)
4	Case Workers (Rs. 14,500/-)	03	18 to 35 years	<ul style="list-style-type: none"> • 12th passed from a recognized Board/ Equivalent Board. • Good Communication Skills. • Weightage for experienced candidate. • Preference may be given to personnels of working in Emergency Helplines. 	<ul style="list-style-type: none"> • Case workers shall assist Child Helpline Administrator in the implementation of CHL unit at DCPU, intervention of cases, awareness activities and outreach programmes. • She/he should be willing to work on shift duty (Day/Night)

C. CHILD HELPLINE UNIT AT DCPU, DAMAN

S. No	Position	Number of Staff	Age	Qualification	Roles & Responsibilities
1	Project Coordinator (Rs. 30,000/-)	01	18 to 40 years	<ul style="list-style-type: none"> • Post Graduate degree in Social Work/Sociology/Child Development/Human Rights Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University. <p style="text-align: center;">OR</p>	<ul style="list-style-type: none"> • Overall responsible for supervision and management of Child Helpline Unit at DCPU. • Developing strategy for districts that he/she is directly responsible for Childline network and facilitation based on call trends analysis and other qualitative data generated.

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				<ul style="list-style-type: none"> • Graduate in Social Work/ Sociology/ Child Development/ Human Rights Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ community Resource Management from a recognized University • Experience: with 2 years' experience in project formulation/ implementation, monitoring and supervision in the preferably in the field of Women & child Development / Social Welfare. • Proficiency in Computers. • Preference may be given to personnels of working in Emergency Helplines. 	<ul style="list-style-type: none"> • Capacity building of team during visits. • Laisoning with local administration for advocacy. • Providing data on initiatives taken up towards Institutionalizing Child Rights in functioning of allied systems at the district level. • Needs assessment of district, organizing advocacy initiatives and regional networks & campaigns. • Responsible for developing good networking and linkages with the Anganwadi workers and members of panchayat/ local bodies at community/ block levels.
2	Counselor (Rs. 18,536/-)	01	18 to 35 years	<ul style="list-style-type: none"> • Graduate in Social Work / Sociology /Psychology/ Public Health/ Counseling from a recognized university. OR • PG Diploma in Counseling and Communication. • Experience: At least 1 year of working experience with the Govt./NGO preferably in the field of Women & Child Development. • Proficiency in Computers. • Preference may be given to personnels of working in Emergency Help lines. 	<ul style="list-style-type: none"> • Child Helpline Unit at District level shall have a counselor for providing counseling services to children coming in contact with CHL Unit and shall work in close coordination with counselor in DCPU. Calls requiring urgent nature of psycho-social support/ Emotional Support and guidance shall be handled by the counselor on priority.
3	Child Helpline Supervisors (Rs. 20,000/-)	03	18 to 35 years	<ul style="list-style-type: none"> • Graduate preferably in B.A in Social Work/ Computer Sciences/Information Technology/ Community Sociology/Social Sciences from a recognized university. • Weightage for experienced candidate. • Proficiency in Computers. • Preference may be given to personnels having experience of working in Emergency Helplines. 	<ul style="list-style-type: none"> • Child Helpline Supervisor at district level shall work as a link between the community and the CHL unit at District Child Protection Unit. • Responsible for taking calls transferred from WCD Control Room at the CHL unit and taking appropriate action as per the provisions of Juvenile Justice (Care & Protection of Children) Act, 2015. • Responsible for identifying families and children at risk and offer necessary support services.

					<ul style="list-style-type: none"> • Tending to child related needs like medical, shelter, restoration and nutrition to children in need of care and support. • Assisting Project Coordinator in organizing awareness activities and outreach programmes. • She/he should be willing to work on shift duty (Day/Night)
4	Case Workers (Rs. 14,500/-)	03	18 to 35 years	<ul style="list-style-type: none"> • 12th passed from a recognized Board/ Equivalent Board. • Good Communication Skills. • Weightage for experienced candidate. • Preference may be given to personnels of working in Emergency Helplines. 	<ul style="list-style-type: none"> • Case workers shall assist Child Helpline Administrator in the implementation of CHL unit at DCPU, intervention of cases, awareness activities and outreach programmes. • She/he should be willing to work on shift duty (Day/Night)

D. CHILD HELPLINE UNIT AT DCPU, DIU

S. No	Position	Number of Staff	Age	Qualification	Roles & Responsibilities
1	Project Coordinator (Rs. 30,000/-)	01	18 to 40 years	<ul style="list-style-type: none"> • Post Graduate degree in Social Work/Sociology/Child Development/Human Rights Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ Community Resource Management from a recognized University. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Graduate in Social Work/ Sociology/ Child Development/ Human Rights Public Administration/ Psychology/ Psychiatry/ Law/ Public Health/ community Resource Management from a recognized University • Experience: with 2 years' experience in project formulation/ implementation, monitoring and supervision in the preferably in the field of Women & child Development / Social Welfare. • Proficiency in Computers. • Preference may be given to personnels of working in Emergency Helplines. 	<ul style="list-style-type: none"> • Overall responsible for supervision and management of Child Helpline Unit at DCPU. • Developing strategy for districts that he/she is directly responsible for Childline network and facilitation based on call trends analysis and other qualitative data generated. • Capacity building of team during visits. • Liaisoning with local administration for advocacy. • Providing data on initiatives taken up towards Institutionalizing Child Rights in functioning of allied systems at the district level. • Needs assessment of district, organizing advocacy initiatives and regional networks & campaigns. • Responsible for developing good networking and linkages with the Anganwadi workers and members of panchayat/ local bodies at community/ block levels.

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2	Counselor (Rs. 18,536/-)	01	18 to 35 years	<ul style="list-style-type: none"> • Graduate in Social Work / Sociology / Psychology / Public Health / Counseling from a recognized university. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • PG Diploma in Counseling and Communication. • Experience: At least 1 year of working experience with the Govt./NGO preferably in the field of Women & Child Development. • Proficiency in Computers. • Preference may be given to personnels of working in Emergency Help lines. 	<ul style="list-style-type: none"> • Child Helpline Unit at District level shall have a counselor for providing counseling services to children coming in contact with CHL Unit and shall work in close coordination with counselor in DCPU. • Calls requiring urgent nature of psycho-social support/ Emotional Support and guidance shall be handled by the counselor on priority.
3	Child Helpline Supervisor (Rs. 20,000/-)	01	18 to 35 years	<ul style="list-style-type: none"> • Graduate preferably in B.A in Social Work/ Computer Sciences/Information Technology/ Community Sociology/Social Sciences from a recognized university. • Weightage for experienced candidate. • Proficiency in Computers. • Preference may be given to personnels having experience of working in Emergency Helplines. 	<ul style="list-style-type: none"> • Child Helpline Supervisor at district level shall work as a link between the community and the CHL unit at District Child Protection Unit. • Responsible for taking calls transferred from WCD Control Room at the CHL unit and taking appropriate action as per the provisions of Juvenile Justice (Care & Protection of Children) Act, 2015. • Responsible for identifying families and children at risk and offer necessary support services. • Tending to child related needs like medical, shelter, restoration and nutrition to children in need of care and support. • Assisting Project Coordinator in organizing awareness activities and outreach programmes.
4	Case Worker (Rs. 14,500/-)	01	18 to 35 years	<ul style="list-style-type: none"> • 12th passed from a recognized Board/ Equivalent Board. • Good Communication Skills. • Weightage for experienced candidate. • Preference may be given to personnels of working in Emergency Helplines. 	<ul style="list-style-type: none"> • Case workers shall assist Child Helpline Administrator in the implementation of CHL unit at DCPU, intervention of cases, awareness activities and outreach programmes.

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The Candidates should submit the detailed Bio-data/Resume in the prescribed format suggested below with a recent passport size photograph, duly self attested by themselves and photocopies of testimonials in support of qualification, experience and age should be sent by RPAD/ Courier or by hand on or before 2nd June 2023 in sealed cover.

Subscribing in the bold letter application for the post **(NAME OF THE POST APPLIED FOR)** in the name of **Dy. Secretary, (SW & WCD), DNH & DD, District & Session Court Premises, Fort Area, Moti Daman 396220.**

Note:-

1. Age relaxation may be given as per the U.T Administration of DNH & DD norms.
2. No TA/DA will be provided for attending the interview.
3. Eligible candidate will be informed through Telephonic/SMS/E-mail.
4. If any candidates fulfill the eligible criteria for more than one post he or she has to apply separately for the other post.
5. If any candidate found submitted wrong information the department will take appropriate action against him.
6. The department have right to cancel any above mentioned position interview without any justification.
7. Applicants are requested to submit a copy of all required documents in respect to the above information along with copy of one identity proof.



**Director-Cum- Deputy Secretary
(SW/WCD), DNH & DD**

**U.T. ADMINISTRATION OF
DADRA & NAGAR HAVELI AND DAMAN & DIU**
Mission Vatsalya, Social Welfare,
Block-C, District Court Premises, Fort Area, Moti Daman-396220

Application for the Post of _____

Paste self-attested
recent passport
size Photograph

Kindly tick 01 from below mentioned Districts: -

☐ DNH District ☐ Daman District ☐ Diu District

1.	Applicant's Name	
2.	Father's Name	
3.	Residential Address	
4.	Mobile No.	
5.	Email Id	
6.	Date of Birth	
7.	Age as on last date of Application	_____ Years _____ Months _____ Days

(Tick ☒ in the below boxes as applicable)

8.	Gender	<input type="radio"/> Male <input type="radio"/> Female
9.	Caste category (Whether SC/ ST/ OBC)	<input type="radio"/> SC <input type="radio"/> ST <input type="radio"/> OBC <input type="radio"/> GENERAL
10.	Marital Status (<input checked="" type="checkbox"/>)	Married / Unmarried
11.	Domicile of DNH/Daman/Diu	
12.	Educational Qualification	

Sr. No.	Qualification	Board / University	Year of Passing	Mark Obtained out of Total Marks	Percentage
1	SSC				
2	HSC				
3	Graduation in (Prin. Sub:_____)				
4	Post-Graduation in (Prin. Sub:_____)				
5	Professional Qualification				

13. Experience :					
Sr. No.	Name of the Organization/Department	Post held	Worked		Brief of service
			From	To	
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					

14.	Any other achievements with respect to the applied post:-				

Note: - Candidate should attach supporting documents (Tick \checkmark in the below boxes as applicable)

- | | |
|---|---|
| <input type="radio"/> Leaving Certificate | <input type="radio"/> Domicile (if applicable) |
| <input type="radio"/> HSC Mark sheet | <input type="radio"/> SSC Mark sheet |
| <input type="radio"/> Graduation/Diploma Degree Certificate | <input type="radio"/> Graduation Mark sheet & Degree Certificate |
| <input type="radio"/> Post-Graduation Degree Certificate | <input type="radio"/> Post-Graduation Mark sheet/Degree certificate |
| <input type="radio"/> Experience Certificate | <input type="radio"/> Professional qualification |
| <input type="radio"/> Caste Certificate (if applicable) | |

DECLARATION

I, _____ hereby declare that, I fulfill all the conditions for the engagement to the applied post. I am also aware that the post for which I have applied is contractual in nature and does not have any right for regularization in future in any case.

I declare that, all statements made in this application form are true, complete and correct to the best of my knowledge and belief. I understand that, in the event of any information being found suppressed/false or incorrect or ineligibility being detected before or after the examination, my candidature/engagement is liable to be cancelled.

Date d: -

Place:-

Signature of the Candidate