

Sr. No.	Position	Honorarium	No. of Vacancies	Educational Qualifications & Experiences	Roles & Responsibilities
1	Helpline Administrator	35000/-	1	<ol 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. 	<ol 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 authorities/institutions/ individuals related to child protection and child rights. 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.

					<p>xii) She/he will monitor the functioning of CHL, conduct the performance appraisal of the staff, facilitate capacity building, guidance and support for the team.</p> <p>xiii) 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.</p>
2	Call Operator	19000/-	18	<ol style="list-style-type: none"> 1. Graduate in any field and proficient communication skills in Marathi, Hindi & English languages. 2. Experience and familiarity with telecom and web-based systems. 3. Good understanding of customer service principles. 4. Strong interpersonal skills, ability to handle sensitive and distressing calls with empathy and composure. 5. Attention to detail for accurate data entry. 	<ol style="list-style-type: none"> i) 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. ii) She/he will provide information about the Government Schemes and programmes related to Child protection and Child Rights. iii) 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. iv) She/he will help the Helpline Administrator in attending missed calls. v) She/he will be responsible for other work as assigned by the Helpline Administrator.
3	IT Supervisor	22000/-	1	<ol style="list-style-type: none"> 1. Bachelor's degree with a diploma in computers or IT. 2. Minimum of 3 years of experience in data management and process documentation. 3. Proficiency in IT systems and technologies. 4. Knowledge of maintaining data privacy and confidentiality. 5. Strong communication and collaboration skills. 	<ol style="list-style-type: none"> i) The IT staff will look after the technological aspect of CHL and ensure that it remains functional at all times. ii) 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. iii) She/he would draft the daily/monthly/quarterly report based on the MIS, web-based data collection which would be

					<p>approved at the level of the Helpline Administrator for submission.</p> <p>iv) 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.</p>
4	Multi-purpose Staff	13000/-	3	<ol style="list-style-type: none"> 1. SSC Examination (10th) pass certificated. 2. Basic knowledge and experience in relevant domains. 3. Ability to perform cleaning and maintenance tasks effectively. 	<ol style="list-style-type: none"> i) She/he would be responsible for maintaining hygiene and sanitation at Helpline. ii) She/he will be responsible for the house keeping at CHL.
5	Security Guard/ Night Guard	12000/-	3	<ol style="list-style-type: none"> 1. SSC pass certification(10th) with minimum of 2 years of experience as a security personnel in a government or reputed organization at the district/state level. 2. Preferably retired military or para-military personnel. 3. Proficiency in security protocols and procedures. 4. Strong vigilance and observation skills. 5. Physical fitness and capability to carry out security duties effectively. 	<ol style="list-style-type: none"> i) She/he will be responsible for the overall security of Helpline Centre. ii) She/he would be responsible for safety of all capital assets, furniture and equipment at CHL from theft, damage, or unauthorized access.