

**Government of Tamil Nadu**  
**Department of Social Welfare**  
**Recruitment of Staff of Women Helpline (181)**

The Ministry of Women & Child Development has started a new scheme for setting up of Women Helpline 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 post in the Women Helpline (181) is 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 post.

**Call Respondents – 15 posts**

The education qualification is Bachelor in Social Work or Counseling Psychology or Psychology with minimum 1 year experience (or) Masters in Social Work or Counselling Psychology or Psychology and the age limit is 23 to 35 (as on 01.04.2020) further details can be seen in the <https://www.tnsocialwelfare.org/tenders/index/recruitments> (Social Welfare & Nutritious Meal Programme Department). Eligible candidates can apply for the above said post in the prescribed application form along with a pass-port size photograph which is to be sent to the following address.

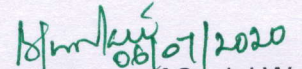
The Commissioner  
Commissionerate of Social Welfare,  
2<sup>nd</sup> floor, Panagal Malligai,  
Saidapet, Chennai-15.

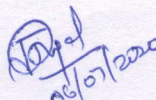
The last date for submission of filled in application is 21.07.2020 05.00pm by post or email ([whl.tamilnadu@gmail.com](mailto:whl.tamilnadu@gmail.com)). The shortlisted candidates will be called for an interview by the Commissioner of Social Welfare after scrutinizing of all applications.

The applications should reach this office within the stipulated date. The applications received after due date will be summarily rejected. The appointment will be purely on merit and experience basis. The discretion of the selection committee will be final in this regard.

Sd/T.Abraham  
Commissioner of Social Welfare

//By Order//

  
For Commissioner of Social Welfare

  
06/07/2020

## **PERSONNEL AT WOMEN HELPLINE (181): Position and Qualification**

### **Call Respondents**

#### **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.
- Document calls correctly into computer tracking system according to procedure.
- Identify active callers and follow appropriate directives as listed in the active caller profile sheets.
- Contact Helpline Center supervisor or Call staff or Back-up staff as necessary.
- Complete suicide follow-up and Quality Surveys according to procedure.
- Complete call monitoring according to procedure.
- Ms Office Knowledge compulsory
- Good command over English & Tamil.

#### **Qualifications**

- Bachelor in Social Work or Counseling Psychology or Psychology with minimum 1 year experience (or) Masters in Social Work or Counseling Psychology or Psychology.
- Should be willing to work on rotational shifts.

**Salary – Rs.16,000/month**

**No.of Vacancies : 15**

**Department of Social Welfare**

**Women Helpline (181)**

**Application for the Post of Call Responder**

1. Full Name of the applicant:

2. Date of Birth:

3. Gender:

4. Marital Status:

5. Address:

6. Mobile No:

7. E-Mail ID:

8. Educational Qualification: (In case you need more space, kindly attach separate Sheets in the same format).

Affix Recent  
Passport size  
Photograph

S.No	Name of Degree/Diploma (as printed on your certificate)	University/Place	Duration		Main Courses of Study
			From	To	

9. Brief Service Particulars and Experience: (Starting from the most recent post. In case you need more space, kindly attach separate sheets in the same format).

Designation	Organization	Duration		Brief Description of Duties
		From	To	

**10. Additional information**, if any, in support of suitability for the post:

(Any other National or State level Recognition/Awards on/Publications/experience/assignments relevant to the requirements of the post applied.)

**11. 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 Call Respondent at the Women Helpline.

**Place:**

**(Signature of the applicant)**

**Date:**

4. Educational Qualification: (In case you need more space kindly attach separate sheet in the same format)

Sl. No.	Name of Degree/Diploma (as printed on your certificate)	University/Place		Date of Completion
		From	To	

5. Work Service Particulars and Experience: (Starting from the most recent post. In case you need more space kindly attach separate sheet in the same format)

Sl. No.	Designation	Organization	Duration		Brief Description of Duties
			From	To	