

**Brief JD of different Jobs -- National helpline for Sr. Citizen by Ministry of Social Justice & Empowerment Govt. of India & NISD (National Institute of Social Defence) & Govt. of Jharkhand**

**Post: Call officer & Jr. Call officer:**

1. Graduate (Social work / counselling) 3 years or more
2. Jr. Call officer: Graduate (Social work / counselling) Fresher's/ XII with 3 years' work experience.
3. Responsibilities: handling of calls, filter genuine calls and understand the need to provide the appropriate response, such as necessary information, guidance, counselling, etc.
4. Location: Ranchi, Jharkhand

Total Posts: 10

Start date of project: 26Jan 2021

Salary range: Rs.15000 to 20000PM (CTC)

**Good communication skills and computer skills is mandatory**

**Post: Sr. Field Response Officers& Jr. Field response officer:**

1. Graduate (Social work / counselling) 1- 3 years or more
2. Jr. field Response officer: Graduate (Social work / counselling) Fresher's / XII with 3 yrs, work exp.
3. Responsibilities: Responsible for handling field operations and service requests assigned by the connect centre, coordinating with resources / partners, working closely with all the stakeholders and ensuring timely resolution of grievances or closure of service requests. The field response officers will also connect with all the partners and civil society institutions on the ground.
4. Location: All districts of Jharkhand

Total Posts: 10

Start date of project: 26Jan 2021

Salary range: Rs.15000 to 20000PM (CTC)

**Good communication skills**

**Computer literacy is desired**

**Post: Field Response Leader & Asitt. Field Response Leader:**

1. Graduate/ Post graduate (Social work / counselling) Social work / Community Project leader experience of at least 5 to 8 years
2. Asitt Team Leader: Graduate (Social work / counselling) Social work / Community Project leader experience of at least 3 years
3. Responsibilities: Responsible for managing field operations, building partnerships with NGOs, managing data collection and validation, organising/attending the meets of Senior Citizens Associations, working closely with all the stakeholders and ensuring creation of an elder friendly ecosystem.
4. Location: Ranchi

Total Posts: 2

Start date of project: 26 Jan 2021

**Good communication skills & computer literacy is must**

**Post: Team Leader Connect centre & Assit. Team Leader Connect centre:**

1. Graduate/Post graduate (Social work / counselling) Call centre experience for at least 5 years
2. Asitt Team Leader: Graduate (Social work / counselling) Call centre experience for at least 3 years
3. Responsibilities: Responsible for the entire operations of connect centre which includes call related activities, data management, work force optimization, MIS, reports, etc
4. Location: Ranchi

Total Posts: 2

Start date of project: 26Jan 2021

**Good communication skills & computer literacy is must**

**Post: Quality Leader:**

1. Graduate/Post Graduate (Social work / counselling) Quality experience of at least 5 years
2. Responsibilities: Responsible for checking the quality of the calls, processes and ensuring adherence to the quality standards.
3. Location: Ranchi

Total Posts: 1Start date of project: 26 Jan 2021

**Good communication skills & computer literacy is must**

**Post: Project Manager**

1. Qualifications: PG or equivalent in fields of health care/ humanities/ social sciences/Management or PGDM in Rural Management/Community Development/Social Work,
2. Experience: At least 10 years of experience including project management experience of 3 years.
3. Responsibilities: Ensure adoption of effective team management approaches across the organization, building synergies and talents across teams and individuals to ensure high-quality achievements and results.
  - Working closely with the state-level government officials, allied departments, State level Senior Citizens Welfare Committee and the Management & Executive teams
4. Location: Ranchi

Total Posts: 1

Start date of project: 26Jan 2021

**Good communication skills & computer literacy is must**

**Please send your resume to Project Director :**

[ceo@babacomputers.in](mailto:ceo@babacomputers.in), [rajiv.dubey@samarthlife.org](mailto:rajiv.dubey@samarthlife.org) [Jharkhand.eldercare@samarthlife.org](mailto:Jharkhand.eldercare@samarthlife.org)