



DEPARTMENT OF SOCIAL JUSTICE

Government of Kerala

No. SJD/2497/2020-G5

01/01/2021

NOTIFICATION

The Department of Social Justice, Government of Kerala invites applications from qualified and competent candidates for appointment to various posts **on contract basis at the National Helpline for Senior Citizens**. Interested candidates may apply via **ONLINE** mode only by filling the prescribed application form given in the website of Department of Social Justice Department (swd.kerala.gov.in) or Centre for Management Development (CMD), Thiruvananthapuram (www.cmdkerala.net). The details are given below. The online application submission link will open on **01/01/2021 (09.00 am)**. The last date for submitting online application is **15/01/2021 (05.00 pm)**.

Note: Candidates will have to upload their passport size photograph (taken within six months), signature and copies of certificates proving qualification and experience while submitting the application. The photograph and signature must be in JPEG format. The size of the photograph must be less than 200 KB and the size of the signature should be less than 50 KB. The copies of certificates shall be either in JPEG format or in PDF format, and shall not exceed 3 MB in size.

DETAILS OF POSTS

The details regarding the qualification and experience required, number of vacancies and remuneration are given in the table below

Sl. No.	Posts to be filled	Qualification	Experience	Essential Skills	Upper Age Limit (as on 01.12.2020)	Monthly Remuneration
1.	Programme Manager/ Project Manager (<i>Full Time</i>) <i>No. of vacancies: 01</i>	<ul style="list-style-type: none"> • PG or equivalent in fields of Health Care/ Humanities/ Social Sciences/ Management <li style="text-align: center;">OR • PGDM in Rural Management/ Community Development/ Social Work 	<ul style="list-style-type: none"> • Minimum 10 years of Management experience at various levels working with field based staff to ensure timely and quality program implementation for State/ National NGO. • Proven experience of handling project involving linkages with NGOs, National/ State/local organizations and Government • Preferably experience on working with elderly focused programs in partnership with Government, local NGOs or CBOs. • Experience in working as Program Manager in any State/National level programs not less than 2 years desirable. 	<ul style="list-style-type: none"> • Fluency in English, Hindi and local language with excellent verbal and written communication. • Experience of quality reporting and documentation. • Decision making • Prior experience working in teams in a leadership role. • Ability to travel frequently within the State/Country to learn and adopt new practices. • Ability to prioritize, organize and carry out multiple tasks efficiently under pressure and with little supervision; ability to accept supervision. 	45 years	Rs. 65,000
2.	Field Response Leader (<i>Full Time</i>) <i>No. of vacancies: 01</i>	<ul style="list-style-type: none"> • Any PG/Masters in Social Work of Masters in Social Science or MBA or PGDM in Rural Management Community Development Social Work. 	<ul style="list-style-type: none"> • Experience in working as Program Manager in any state-level programs not less than 2 years. • 5 years of management experience at field level working with field-based staff to ensure timely and quality program implementation for State-level NGO. • Experience of working in 	<ul style="list-style-type: none"> • Fluency in English, Hindi and local language with excellent verbal and writing skills. • Experience of quality reporting and documentation. • Should have vast knowledge about working state. • Prior experience working in teams in a leadership role • Experience with training highly desirable. 	40 years	Rs. 35,000

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			<p>projects involving linkages with NGOs and government.</p> <ul style="list-style-type: none"> • Preferably experience on working with elderly focused program in partnership with Government, local NGOs or CBOs. 	<ul style="list-style-type: none"> • Ability to travel frequently within the state • Ability to prioritize, organize and carry out multiple tasks efficiently under pressure and with little supervisions: ability to accept supervision 		
3.	<p>Field Response Officer (District) (Full Time)</p> <p>No. of vacancies: 07</p>	<ul style="list-style-type: none"> • Masters or Graduation in any field with interest in social work 	<ul style="list-style-type: none"> • Experience in working at district regional level in any of the Government or NGO • Preferable if more than two years in the field with strong understanding on needs of elders • Freshers are also welcome if found bright for not more than 25% of positions 	<ul style="list-style-type: none"> • Excellent people skills • Empathy • Listening skills • Patient and politeness with elders • Relationship and rapport building • Ability to liaise with various departments of Government and NGOs • Closure orientation • Coordination skills • Fluency in English/Hindi and local language with excellent verbal and writing skills. 	40 years	Rs. 25,000
4.	<p>Team Leader (Connect Centre) (Full Time)</p> <p>No. of vacancies: 01</p>	<ul style="list-style-type: none"> • Any PG/MBA or BE or B Tech or equivalent and related course on handing customer relationship. • More education or diploma to handily helpline in a related field may be preferred 	<ul style="list-style-type: none"> • Experience in working as Program Manager in any state-level programs not less than 2 years • Proven experience as call centre manager or similar position for 5 years. • Experience of working in projects involving linkages with NGOs and government. • Preferably experience on 	<ul style="list-style-type: none"> • Fluency in English Hindi and local Language with excellence verbal and writing skills. • Proficient in MS Office and call centre equipment software programs. • Strong coaching and leadership skills, ability to motivate employees. • Proficiency with the necessary technology, including 	40 years	Rs. 35,000

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			working with elderly focused programs in partnership with Government. Local NGOs or CBOs	computers, software applications, phone systems etc. <ul style="list-style-type: none"> • Strong Communications and presentations skills. • Experience of quality reporting and documentation • Experience with training highly desirable • Ability to travel frequently within the state. • Ability to multitask and remain under pressure, especially during peak hours or intense situations 		
5.	Call Officer (Full Time) <i>No. of vacancies: 10 (Out of 10 vacancies, 2 vacancies are reserved for the candidates who are residents of Home for Physically Handicapped under Social Justice Department and for candidates who have passed from Vocational Training Centres under Social Justice Department. If suitable candidates are not available in the above specified</i>	<ul style="list-style-type: none"> • Any Masters or Graduation/ in counselling or psychotherapy or geriatrics or social work 	<ul style="list-style-type: none"> • Experience in working at any of the response systems/ health emergency connect centre/other connect centre • 3 years, preferably counselling experience or working with the elderly • Freshers are also welcome if found bright for not more than 50% of positions 	<ul style="list-style-type: none"> • Excellent communication skills • Counselling • Telephone etiquette • Empathy • Listening skills • Patience and politeness with elderly persons • Decision making • Relationship building • Fluency in English, Language of the state and Hindi 	35 years	Rs. 18,000

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	<i>category, the vacancies will be filled from the General Category)</i>					
6.	Quality Leader (Full Time) No. of vacancies: 01	<ul style="list-style-type: none"> Masters or Graduation in any field 	<ul style="list-style-type: none"> Experience in working as a Quality analyst in any call centre operations not less than 2 years Experience of working in call centre operations not less than 5 years 	<ul style="list-style-type: none"> Fluency in English, Hindi and local language with excellent verbal and writing skills. Proficiency in MS Office and efficient in preparing quality PPTs. Reports & Documentation. Strong coaching and leadership ability to motivate employees Proficient with necessary-technology-computing and software application skill and phone system etc. Strong communications, telephonic etiquette and presentation skills. Experience with training highly desirable Listening skills Patience and politeness with elderly persons Ability to multitask and remain calm under pressure especially during peak hours or intense situations. 	40 years	Rs. 25,000

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7.	IT Leader <i>(Full Time)</i> <i>No. of vacancies: 01</i>	<ul style="list-style-type: none"> • Graduate with experience in handling IT/MIS. (Preference shall be given to Engineering Graduates)	<ul style="list-style-type: none"> • Experience of working in the same field for not less than 2 years 	<ul style="list-style-type: none"> • Software Professional with an overall 3 years on Production Support Engineer in LINUX, NIX environment, especially VOIP technology with ASTERISK PBX Server with installation, dial plan configuration, maintenance. • Controlling and evaluating IT and Electronic data operations. Configure antivirus software to fully protect the IT environment. • Monitor the performance of the servers and computer systems and address issues as they arise. • Managing Information Technology and Computer Systems. • Plan, organize, control and evaluate IT and electronic data operations. • Design, develop, implement and coordinate systems, policies and procedures. • Identify problematic areas and implement strategic solutions in time. • Excellent knowledge of technical management, information analysis and computer hardware/software systems. • Installing and configuring software, hardware and networks. Monitoring system performance and troubleshooting issues. • Develop expertise to train staff 	40 years	Rs. 35000

Sl. No.	Posts to be filled	Qualification	Experience	Essential Skills	Upper Age Limit (as on 01.12.2020)	Monthly Remuneration
				on new technologies. • Build an internal wiki with technical documentation, manuals and IT policies. • Familiarity with various operating systems and platforms.		
8.	Officer (Admin/ Finance) (Full Time) No. of vacancies: 01	<ul style="list-style-type: none"> Government Servant retired in the level of Deputy Secretary or above with Experience in handling Accounts Section. 	<ul style="list-style-type: none"> Experience in double entry book keeping and Government accounting practices Experience of working with Government systems/handling Government projects 		60 years	Rs. 25,000

- Only post qualification work experience of the candidate until 01.12.2020 will be considered.

Note:

It shall be noted that admittance to various stages of the recruitment will be provisional only, and will not confer any claim unless various other conditions of selection processes are satisfied. Detailed scrutiny of the applications/credentials will be conducted before interview/appointment. Any discrepancy found during the detailed scrutiny will result in the rejection of the candidature.

The Department of Social Justice, GoK reserves the right to shortlist only a limited number of candidates for test/group discussion/interview, as the case may be for the post, based on marks secured in their qualifying examination and years of relevant experience. Candidates should clearly mention the marks scored in their qualifying examination in the application. The conversion of grade/CGPA to percentage would be based on the procedure certified by the University from where they have obtained the degree. The onus of proving the conversion from grade/CGPA to percentage of marks would rest with the candidate.

Canvassing in any form will lead to disqualification. In the event of any information provided by the candidate being found false or incorrect at any stage, their candidature/appointment is liable to be cancelled/terminated without any notice. The Department of Social Justice reserves the right to fill or not to fill the post advertised.
