

RECRUITMENT NOTIFICATION

No.01-CHL/2025

Date :18.09.2025

Directorate of Children Welfare and Special Services, Chennai-10 is inviting applications from eligible candidates for the following posts sanctioned for Child Help Line WCD Control room, Directorate of Children Welfare and Special Services, No.300, Purasaiwalkam high road, Kellys, Chennai – 600 010.

S. No	Post Name & Post Code	No of Position	Educational Qualification	Salary per month
1.	Help line Administrator (HA)	1	- 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.	45,000/-
2.	IT Supervisor (IS)	1	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.	33,000/-
3.	Call Operator (CO)	10	Any person with good communication skills in Tamil and/or English, and possessing the requisite qualifications and experience in working with telecom or web-based systems, is eligible to apply	17,500/-

Job Description:

POST CODE	ROLES & RESPONSIBILITIES OF VARIOUS POSTS IN WCD CONTROL ROOM
HA	1. The Helpline Administrator will be in charge for the overall smooth functioning of CHL. 2. She/he will ensure prompt and meaningful response towards every call received at the Helpline.

	3. She/he will be responsible to monitor and intervene (if required) in any ongoing calls. 4. She/he will supervise each case, take it to a logical conclusion and later follow up with the aggrieved child. 5. She/he will ensure effective convergence with concerned agencies/institutions. 6. She/he will facilitate redressal of issues related to non-responsiveness of State agencies/institutions in collaboration with Director, WCD. 7. 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. 8. She/he will be responsible for preparing daily, weekly and monthly reports and preparing periodical reports. 9. 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 10. She/he will be responsible for conducting advocacy meetings to create good working culture between CHL and different service providers. 11. She/he will conduct awareness generation activities within community to raise awareness around CHL. 12. She/he will monitor the functioning of CHL, conduct the performance appraisal of the staff, facilitate capacity building, guidance and support for the team. 13. 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
IS	1. The IT staff will look after the technological aspect of CHL and ensure that it remains functional at all times. 2. 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. 3. 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.

	4. 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
CO	1. 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. 2. She/he will provide information about the Government Schemes and programmes related to Child protection and Child Rights. 3. 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. 4. She/he will help the Helpline Administrator in attending missed calls. 5. She/he will be responsible for other work as assigned by the Helpline Administrator

Age Limit :

The maximum age limit for each post is 42 years. Candidates having prior experience in Child Help Line and any other Emergency help line services would be given 10 years relaxation in upper age limit.

Note :

1. Upon selection, the staff shall enter into a contract with the Tamil Nadu State Child Protection Society, Directorate of Children Welfare and Special Services. This contract will include a confidentiality clause and will detail the terms and conditions of the engagement. The contract must be executed before the individual is assigned any work.
2. The tenure of the position will initially be for a period of one year from the date of appointment.
3. Selected candidates shall have no right to claim regularization or permanent appointment under any circumstances or before any forum.
4. Selection will be made by the State Level Selection Committee.
5. The Director, Children Welfare and Special Services shall have the right to cancel or modify the recruitment notification, correct any errors, and improve the content if necessary.

Procedure to apply:

The application format and eligibility criteria may be obtained from the Directorate's website: <https://dsdcpimms.tn.gov.in>. Filled-in applications along with relevant documents should be submitted **by post, in person, or by email** to **chlrecruitment.dcwss@gmail.com** on or before **03.10.2025 (Friday), 11:00 AM**, to the following address:

The Director

Directorate of Children Welfare and Special Services

No. 300, Purasaiwalkam High Road, Kellys

Chennai – 600 010

Applications must reach the Directorate within the stipulated date and time. The appointment will be purely based on merit and relevant experience. Applications with incomplete information, inadequate supporting documents, or without necessary attachments are liable to be rejected without any further intimation.

- a. Date of Publication of Recruitment notification: 18.09.2025
- b. Starting Date for Submission of application : 18.09.2025
- c. Last Date for submission of application : 03.10.2025 ,11 AM

S. Hananah Mary 18/09/25
for Director (FAC)
Children Welfare & Special Services

**DIRECTORATE OF CHILDREN WELFARE AND SPECIAL SERVICES,
CHENNAI-10.**

CHILD HELP LINE

Application from for the post of: (i) Helpline Administrator
(ii) IT Supervisor
(iii) Call Operator

(*select the post by tick mark)

Name of the post applied: * _____.

1.	Name of the Applicant (IN CAPITAL LETTERS)	:		PP size photo
2.	Name of the Father/Husband	:		
3.	Date of Birth (Enclose copy for Proof)	:		
4.	Age as on 01.05.2025	:		
5.	Marital Status	:		
6.	Address for Communication (IN CAPITAL LETTERS)	:		
7.	Contact Number	:		
8.	e-mail ID.	:		
9.	Educational Qualification (Enclose the copy of supporting documents)	:		

10.	Additional Qualification (if any) (Enclose the copy of supporting documents)	:	
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11.	Details of work experience (Enclose the copy of the relevant experience certificates)		:			
Sl. No.	Name of the Organization	Designation	Years of Experience			
			From(Date)	To (Date)	No. of Years & Months	
Total						

Note: All fields are mandatory. Incomplete application and application without relevant supporting documents will be summarily rejected without any prior information.

Declaration

I hereby declare that the particulars furnished by me in this application form are true to the best of my knowledge and belief. In case any information is found to be incorrect, my candidature shall liable to be rejected.

Signature of the Applicant



**DIRECTORATE OF CHILDREN WELFARE AND SPECIAL SERVICES
ADVERTISEMENT**

Applications are hereby invited for the vacant post of Helpline Administrator, IT Supervisor and Call Operator in Child Helpline- WCD Control Room, Directorate of Children Welfare and Special Services, No.300, Purasaiwalkam High Road, Kellys, Chennai-600010. Website: dsdcpimms.tn.gov.in. The post will be appointed on contractual basis and purely on temporary.

Post name and Salary	Post Code	No. of vacant post
Helpline Administrator Rs.45,000-PerMonth (Consolidated pay)	HA	1
IT Supervisor Rs.33,000/-PerMonth (Consolidated pay)	IS	1
Call Operator Rs. 17,500/- Per Month (Consolidated Pay)	CO	10

Further, for details of eligibility and application format, the applicant can visit Departmental website <https://dsdcpimms.tn.gov.in&www.tn.gov.in>. Filled in Applications of the willing eligible applicants should reach this office on or before 11 AM. (Monday) 06.10.2025 in person or through post or through email chlrecruitment.dcwss@gmail.com