

Organisation Name: iProbono India

Position: Junior Social Worker

Term: Full-time

Location: Lucknow, Uttar Pradesh

Remuneration: Commensurate with experience

About

iProbono India's mission is to enable people to access their rights in pursuit of a just society. We believe in holistic counsel, representing clients and providing wraparound legal support, capacity building, storytelling, research, and policy advocacy to support social change. By promoting active citizenship and engaging a holistic model we:

- Advance justice for all by representing people in need
- Strengthen the impact of civil society
- Advocate for policies that promote social equity and end discrimination

iProbono India works on cases involving child abuse, juvenile justice, disability justice, criminal justice and housing rights, among others, and advocates for these issues. We also provide legal assistance to civil society organisations across the country working on a range of issues as well as engage in advocacy efforts for policy change. More details about our work can be found on our [website](#).

Role:

We are looking for a Junior Social Worker for a dedicated Help Desk being set up at the Juvenile Justice Board (JJB) in Lucknow, under a project aimed at strengthening the juvenile justice system. The Junior Social Worker will primarily support field operations, accompany families through government processes, and assist with documentation tasks. They will also serve as an active member of the Help Desk team, handling day to day queries and providing cover when the Senior Social Worker is unavailable. The role sits within our broader Comprehensive Care Team and involves close coordination with the Senior Social Worker and relevant government agencies.

Responsibilities:

Help Desk Operations

- Serve as an active Help Desk team member, handling day to day queries from children, families, and visitors to the JJB on matters such as the procedure under the Juvenile Justice Act, available legal aid options, and next steps in the process.
- Provide full Help Desk cover in the absence of the Senior Social Worker, ensuring continuity of service for families and visitors.
- Refer complex queries and cases to the Senior Social Worker as appropriate.
- Help maintain the referral and information directory used by the Help Desk.

Field Work and Family Support

- Accompany children and families to government offices for registrations, documentation, and scheme enrollment (such as Aadhaar, birth certificates, Mission Vatsalya, and others).

- Support families in navigating government processes, ensuring they understand the steps involved and feel supported throughout.
- Conduct home visits to children and their families alongside or on behalf of the Senior Social Worker, documenting observations related to the family's socioeconomic environment and psychosocial needs.
- Act as a liaison between families and the Senior Social Worker, relaying information and follow up actions promptly.

Documentation and Administrative Support

- Assist with collecting, organising, and submitting documentation required for scheme enrollment, legal aid applications, and other entitlements.
- Maintain consistent and timely documentation of field visits, family interactions, and task completion in the case management system.
- Support the Senior Social Worker in tracking the status of pending documentation, registrations, and referrals.

Coordination and Compliance

- Coordinate with government offices, field workers, and partner organisations as directed by the Senior Social Worker.
- Ensure compliance with the Juvenile Justice (Care and Protection of Children) Act 2015 and other applicable laws and rules.
- Participate in training and capacity building sessions as required.

Skills and Experience:

- Bachelor's degree in Social Work with 1 to 2 years of relevant experience working with children or in a community or government facing role OR a Master's degree in Social Work with at least 1 years of experience working with children.
- Basic familiarity with the juvenile justice system and child protection frameworks.
- Comfort with field work, travel within the city, and accompanying beneficiaries to government offices.
- Excellent spoken Hindi; basic written English and Hindi.
- Strong interpersonal skills and the ability to engage with families from diverse and often vulnerable backgrounds with empathy and professionalism.
- Organised, reliable, and able to follow through on tasks with minimal supervision.

To apply, please email india.recruitment@i-probono.com with your CV and a cover letter on why you are suitable for the role by 19 June 2026