

**Organisation Name:** iProbono India  
**Position:** Senior 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, trafficking, juvenile 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 seeking a **Senior Social Worker** to lead operations at a dedicated Help Desk being established at the Juvenile Justice Board (JJB) in Lucknow, under a grant aimed at strengthening the juvenile justice system. The Senior Social Worker will serve as the primary point of contact for children, families, and other stakeholders visiting the JJB, ensuring timely support and guidance.

The Senior Social Worker will oversee the functioning of the Help Desk, act as the primary liaison for children, families, and stakeholders, and provide guidance on government schemes while facilitating access to entitlements. The role involves close coordination with government departments, legal aid providers, and child protection agencies to ensure holistic support.

In addition, the Senior Social Worker will supervise and mentor the junior social worker, and together they will follow up on cases requiring long-term support as identified by the JJB or the concerned government department. Documentation of case progress and maintenance of records for monitoring and reporting will also form an integral part of the responsibilities.

### **Responsibilities:**

#### *Help Desk Operations*

- Lead and manage the JJB Help Desk, serving as the primary point of contact for children, families, and visitors with queries related to the juvenile justice process.
- Address queries such as the whereabouts of a child, provide information about the law under which a child has been apprehended, legal aid/assistance available for the child, and next steps in the process.
- Maintain a referral and information directory ( with details of relevant schemes, institutions, organisations) to ensure timely and accurate responses to all queries received at the desk.
- Oversee and guide the Junior Social Worker in day to day Help Desk and field tasks.

#### *Government Schemes and Documentation*

- Connect children and families to relevant government schemes based on assessment of needs.
- Maintain thorough, up to date knowledge of government schemes related to children and ensure families are aware of and supported in accessing their entitlements.
- In cases referred to the help desk/iProbono India, assist children and families with documentation requirements, including Aadhaar cards, birth certificates, and other identity or eligibility documents; coordinating field support through the Junior Social Worker where appropriate.

#### *Liaison and Coordination*

- Proactively liaise with government departments, District Probation Office, the District Child Protection Unit, District Legal Service Authority, Child Welfare Committees, Child Care Institutions, and other relevant agencies.
- Work closely with panel lawyers and legal aid providers to support children navigating the JJB process.
- Coordinate with government offices to ensure forms are filled, documentation is submitted, and scheme enrollments are completed in a timely manner.

#### *Field Work and Home Visits*

- Conduct home visits to children and their families to understand their socioeconomic environment and identify psychosocial needs requiring attention in order to inform case planning and scheme referrals.

#### *Documentation and Compliance*

- Working closely with the entire India Programs Team to ensure that all clients receive holistic, wraparound support.
- Maintain consistent, thorough, and timely documentation of all cases and interactions in the case management system.
- Ensure full compliance with the Juvenile Justice (Care and Protection of Children) Act 2015 and other applicable laws and rules.
- Participating in training and capacity building sessions for beneficiaries, panel lawyers, partner organisations etc., as required.

#### **Skills and Experience:**

- Bachelor's degree in Social Work with **3 to 4 years of relevant experience working with children**, OR a Master's degree in Social Work with at least 1-2 years of experience working with children.
- Thorough knowledge of the Juvenile Justice (Care and Protection of Children) Act 2015 and the broader child protection framework.
- Strong, working familiarity with government schemes related to children (Mission Vatsalya, legal aid schemes, documentation entitlements, etc.).
- Demonstrated experience liaising with government departments, and navigating bureaucratic processes on behalf of beneficiaries.
- Excellent written and spoken Hindi; working proficiency in English.
- Strong communication skills and ability to engage with individuals from diverse backgrounds, including families under stress or in crisis.

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