

## **JOB DESCRIPTION: PROGRAM OFFICER - COUNSELLING**



### **ABOUT SNEHA**

A secular, Mumbai-based non-profit organisation, SNEHA believes that investing in women's health and wellbeing is essential to building viable urban communities. SNEHA targets four large public health areas: maternal and newborn health, child health and nutrition, sexual and reproductive health, and prevention of violence against women and children.

Our approach is two-pronged: it recognises that in order to improve urban health standards, our initiatives must target both care-seekers and care-providers. We work to empower women and residents of informal settlements to be catalysts of change in their own right and collaborate with existing public systems to create sustainable improvements in gender and urban health.

### **THE PROGRAM – VIOLENCE AGAINST WOMEN AND CHILDREN**

SNEHA's Program on Prevention of Violence against Women and Children aims to develop high-impact strategies for primary prevention, ensure survivors' access to protection and justice, empower women to claim their rights, mobilise communities around 'zero tolerance for violence', and respond to the needs and rights of excluded and neglected groups. The Program prioritises enhanced co-ordination of the state response to crimes against women through convergence approach that works with government and public systems to reinforce their role in assuring basic social, civil and economic security. Primary preventive interventions are carried out through community outreach programs and campaigns. Secondary interventions for survivors of violence are provided through a comprehensive service-oriented system.

### **The Program's counselling centres and services**

SNEHA works on secondary prevention of violence through crisis intervention and extended response (including counselling) that are delivered by counsellors trained in addressing gender-based violence. Services comprise of taking the woman to the hospital, enlisting police help, lodging police complaints, imparting pre-litigation counselling, filing cases under the Protection of Women from Domestic Violence Act and other laws, home visits, referrals to shelter homes/mental health services/other services according to the woman's needs, and subsequent long-term follow-up.

### **WHAT SNEHA CAN OFFER YOU**

SNEHA is a woman-led organisation with staff from diverse backgrounds. We have a maternity leave policy in keeping with the recent government ruling, as well as a paternity leave policy, among others.

SNEHA believes in investing in the professional and personal development of its staff. The Program's counselling centres train counsellors in the Rogerian client-centred approach and in administering psychological first aid. They are also trained in mental health counselling which includes responding to common mental health conditions, suicide risk assessment and intervention, psycho-education, and ethics in counselling (self-care, boundaries, etc.). Counsellors are given refresher training on basic principles of counselling, women's rights, gender-based violence, and laws relating to women and children.

### **THE PROFILE**

The Savitribai Phule Gender Resource Centre (SPGRC), Elphinstone Road, is run by the Municipal Corporation of Greater Mumbai (MCGM) and has offered SNEHA a space to run counselling services. At this centre, SNEHA is keen to reach out primarily to women working in the many office buildings in the Parel-Worli area that surrounds SPGRC. There is a dearth of services that specifically target working women, and as SNEHA has received many calls for help (through the website and the crisis phone lines) from this group, therefore we have decided to re-focus our work in SPGRC.

### **The Program Officer (Counselling) will be responsible for:**

1. Offering crisis services, immediate relief and support, and long-term intervention (extended response) and services to women and children facing violence, as well as to family members and perpetrators.
  2. Networking with other service providing agencies in the interest of the survivor of violence and making appropriate referrals (police, legal, health, and NGOs).
  3. Liaising with companies that have offices in the Parel-Worli area in order to help women access the SPGRC counselling centre by holding workshops to raise awareness on violence against women and children, and increasing visibility of the services that SNEHA offers.
  4. Administrative responsibility of maintaining case records, registers, writing referral letters, writing minutes, collecting, entering and sharing data with the PVWC team, etc.
  5. Preparing case studies.
  6. Managing and responding to the crisis phone line.
  7. Assisting in organising and planning events for the counselling centre and PVWC.
  8. Preparing relevant behaviour change communication material or training modules.
  9. Adherence to SNEHA values, policies and guidelines.
  10. Any other work that may be assigned to achieve the programmatic and organisational goals.
- The incumbent reports to the Associate Program Director and is based in Mumbai.

### **EXPERIENCE AND QUALIFICATIONS**

1. Educational qualification: Master's Degree (Counselling/Social Work/Psychology/Allied).
2. At least 5 years' work experience in crisis counselling and intervention.
3. Command over the English language is necessary. Hindi-speaking skills are desirable.
4. MS Office skills are necessary.
5. Prior experience in working with survivors of gender-based violence is desirable.

### **MANAGERIAL (LEADERSHIP) COMPETENCIES**

1. Effective team management skills, including problem-solving and conflict-resolution abilities.
2. Proven ability to work with a variety of stakeholders including companies, government organisations, community organisations, etc.
3. Staying focused on goals to ensure desired outcomes.
4. Ability to stay calm, think clearly and give guidance in a crisis.

### **PERSONAL ATTRIBUTES**

1. Unflinching commitment to gender equality and women's rights.
2. Ability to put aside personal biases and religious/cultural/social/economic upbringing/values when working with survivors of violence.
3. Effective communication and inter-personal skills.
4. Ability to manage change and diversity.
5. Enthusiasm for community engagement and networking.
6. Strong sense of empathy, and negotiation and persuasion skills.
7. Sound values and work ethics.
8. Willingness to travel within Mumbai and its environs.
9. Willingness to work late and on weekends, if necessary for a case.

### **APPLICATIONS**

Interested candidates can send their updated CV on [recruitment@snehamumbai.org](mailto:recruitment@snehamumbai.org) with the subject line: 'SNEHA\_PO\_Counselling'.