JOB DESCRIPTION: CONSULTANT COMMUNITY OFFICER (WOMAN): COUNSELLING

ABOUT SNEHA

A secular, Mumbai-based non-profit organization, 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 new-born health, child health and nutrition, sexual and reproductive health, and prevention of violence against women and children.

Our approach is two-pronged: it recognizes 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 – PREVENTION ON 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, mobilize communities around ‘zero tolerance for violence’, and respond to the needs and rights of excluded and neglected groups. The Program prioritizes 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 centers 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
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 and case workers are given refresher training on basic principles of counselling, women’s rights, gender-based violence, and laws relating to women and children.

THE PROFILE

In order to increase the uptake and access of helpline services for violence and mental health issues, primary prevention activities will have to be carried out which will include community outreach and awareness building initiatives with community members, survivors who are referred from partner organisations and any other cases that are reported.

She will work in regular shifts to provide service at GRC and communities. She will provide assistance and support to the Program Officer Counselling with cases, building awareness and relations. She will be coordinating with Counsellor for work and will report to Program Coordinator.

DUTIES AND RESPONSIBILITIES

- She will network with the residential Homes for women and organize such facilities
- Implement the intervention plan prepared by the Counsellors to follow up the woman in the field
- Refer and accompany beneficiaries to necessary stake-holders like police, public health providers and others
- Create awareness building in communities
- Make weekly and monthly activity plans with the supervisor to carry out outreach activities and campaigns in the community.
- Community visits and family visits of survivors who are referred as cases from partner organisations and other need based cases
- Provide a record of home-visit, shelter visit or visit to any other stakeholder for the follow up of the survivor’s case intervention to the counsellor.
- Maintain documentation required in the project such as details of identified and referred cases and case studies.
- Ensure confidentiality and anonymity of the beneficiaries in the project.
- Networking with other organizations for rehabilitation of survivor

QUALIFICATIONS AND EXPERIENCE
1. Educational qualification: Minimum HSC.
2. At least one-year experience of community work preferable.
3. Oral and written command of Hindi, Marathi and reading knowledge of English.

PERSONAL ATTRIBUTES

1. Achievement mindset to accomplish project goals.
2. Effective communication, personal and interpersonal skills.
3. Commitment to community engagement.
4. Sound values and work ethics.
5. Open to diversity and respect for everyone.

SALARY AND EMPLOYMENT CONDITIONS

Salary will be, based on prior experience and scope of the role. The position is based in Urban Health Centre, Dharavi, Mumbai. Candidate requires to be open to travel across Mumbai based on case requirement.

APPLICATIONS

Interested candidates can send their CV and a cover letter via email to niyati.jethwa@snehamumbai.org with the subject “Consultant Community Officer (Woman): Counselling”
Across Mumbai