

JOB DESCRIPTION: CONSULTANT PROGRAM COORDINATOR



ABOUT SNEHA

A secular, Mumbai-based non-profit organization, SNEHA believes that investing in women's health is essential to building viable urban communities. SNEHA is 450+ person strong, innovative and progressive organization that works on health and nutrition in urban slum pockets with women and their families. SNEHA follows the life-cycle approach to health and nutrition, by intervening at critical junctures (adolescence, preconception, conception, pregnancy, postnatal infancy and toddlerhood, family planning) to ensure improved health and nutritional outcomes for women and children living in some of Mumbai's most vulnerable and deprived slums and in the Mumbai Metropolitan Region (MMR) as well.

SNEHA recognizes that, in order to improve urban health standards, our initiatives must target both care seekers and care providers. We work with communities residing in informal settlements to empower women and communities to be catalysts of change in their own right and collaborate with existing public health systems and health care providers to create sustainable improvements in urban health. We have currently multiple programs running across SNEHA which are Maternal and Child Health (MCH), Empowerment Health and Sexuality of Adolescents (EHSAS), Prevention of Violence against Women and Children (PVWC), Public Systems Partnership (PSP), SNEHA Shakti, Livelihood Program, Palliative Care and various domains/departments under Central Operations, Research & Information Management.

ABOUT THE PROGRAM ON PREVENTION OF VIOLENCE AGAINST WOMEN AND CHILDREN

SNEHA's Program on Prevention of Violence against Women and Children (PVWC) 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 prioritizes enhanced co-ordination of the state response to crimes against women through a convergence approach that works with government and public systems to reinforce their roles in assuring basic social, civil and economic security.

VIOLENCE AGAINST CHILDREN

SNEHA has completed a three-year field action research project on 'Ensuring children's safety and well-being by building an ecosystem of non-tolerance to violence against children – a socioecological approach with the involvement of children, parents and community members. The project was nested under a flagship program of SNEHA known as SNEHA Centre program. This program was implemented in 4 clusters of Govandi comprising of approximately 4000 households with a focus on improving the health and nutritional status of children younger than six years of age, women and adolescents. The program is an integrated family centric model where in women facing domestic violence are supported with counselling, legal and psychological support services. This program worked on two major pillars of intervention: (1) Primary prevention and (2) Comprehensive service-delivery. The primary prevention component entails community outreach, group-based workshop with children to enable them to talk about difficult issues in their lives and sessions with parents focusing on efficient parenting and integrating gender socialisation as a part of understanding parenthood. The service-delivery component entailed establishing counselling and mental health services for children undergoing any form of abuse or violence.

Mental health interventions include art-based and play therapy for children to build their confidence and self-expression. The project has interfaced with government and non-government organisations to build networks and referral mechanisms for addressing issues of abuse and violence against children.

THE PROFILE

The Program Coordinator will oversee the primary prevention and comprehensive service-delivery component of the project. The person will be responsible for coordinating activities between primary prevention and service-delivery components. The Program Coordinator will maintain regular contact with project members to make sure that the systems are in place and the project runs smoothly and productively. Regular communication with other contributors for monitoring, documentation and evaluation input needs to be ensured. The program coordinator will ensure efficient and effective coordination between primary prevention and counselling and extended response. The candidate will have to divide 60% of time for overseeing field activities and 20% of time overseeing counselling and extended response, along with 20% administration and finance responsibilities and collaboration with the Finance, HR and Administration Managers. The incumbent also contributes to SNEHA-level operations and development of the organizations and program's vision and achievement of its goals.

They will have communication and presentation skills, together with the ability to organise and motivate others. They will demonstrate flair, enthusiasm, innovation and leadership when faced with challenges in the communities and will provide immediate response to local occurrences. The Coordinator should possess an understanding of gender, violence against women and children, knowledge on counselling and mental health and an exposure to community mobilization activities.

The Program Coordinator will report to the Program Director for day-to-day functioning and implementation of the work for development of the next phase of the project.

JOB LOCATION

Govandi/ Mankhurd

DUTIES & RESPONSIBILITIES:

Overall efficient day-to-day coordination of violence against children in all project sites

Execution of the violence against children by implementing a working strategy. Implement the plan for the project in four project sites in coordination with the community and counselling teams.

Coordination with counselling, community and system teams to create convergence. Ensure that there is constant collaboration between the counselling and community teams, particularly with regard to cases and referrals.

Regular monitoring of the project development for achieving milestones in time.

Maintain documentation required in the project; preparation of tables and charts in Word, Excel and PowerPoint.

Participation in and contribution to the other activities and events of the PVWC Program.

Supporting the transfer of knowledge and implementation of the project in all sites of the program.

Primary Prevention

Planning and ensuring execution of primary prevention activities with the community mobilisation team to organise campaigns, group-based workshops with children and sessions with parents.

Assisting community team in building a group of volunteers.

Assisting the team in providing an expeditious response to cases of children and ensuring follow-up with the volunteers and the community team.

Planning and implementation of trainings

Responding and intervening in emergency cases reported through the project

Ensuring the confidentiality and anonymity of the beneficiaries in the project

Capacity-building of volunteers - designing an advanced programme and conducting sessions for the volunteers in the four clusters

Work with Program Officers in schools to activate the Child Protection Policy

Work on the activation of the ward level committee i.e. liaison with ICDS, Police, CWC and Community stakeholders to take up the issues of child protection

Writing project reports, overseeing data entry and data quality entered by community teams

Counselling and extended response

Overseeing the day-to-day functioning of the counselling center and co-ordinating crisis counselling activities such as immediate relief and support, and long-term intervention (extended response) and services to children undergoing abuse or violence. The role entails trouble-shooting, guiding and providing a quick response and support in crisis.

Provide strategic direction to counsellors in involving parents and family members for counselling

Monitor the follow-up of cases and ensure need-based outcomes are achieved

Planning and implementation of trainings

Writing project reports, overseeing data entry and data quality entered by counsellors

Finance, Human Resources, and Administration

The Coordinator oversees finance, human resources, and administrative functions, including:

Preparing a monthly activity plan and budget.

Manage project budget(s) and maintain accounts.

Ensuring that voucher submission and accounting timelines are met by team members.

Ensuring that staff members are trained for their roles as well as ensuring personal development.

Supervise the team: train, mentor, and conduct appraisals of team members.

Shared Responsibilities of all Senior Team Members

In addition to the essential duties and responsibilities listed above, all team members are expected to contribute to the following shared responsibilities:

Participate in team planning processes.

Participate in programmatic and team review and evaluation processes.

Contribute to organizational and strategic planning processes.

QUALIFICATIONS AND EXPERIENCE

Educational qualification: Master's Degree or higher in a relevant field (social work, public health, Mental health) from a recognized institution.

At least 5 years' work experience in operational planning and implementation of project plans.

Prior experience in developing and/or managing technology.

Demonstrated ability to trouble-shoot technology related problems in the field.

Experience in development projects (health, violence, gender) an advantage.

Experience of working in a community setting is preferred.

Effective training skills and excellent communication skills, including documentation.

Well-versed in database management, data collection, MS Excel, Word, PowerPoint.

Oral and written command of English and Hindi.

MANAGERIAL (LEADERSHIP) COMPETENCIES

Strong implementation skills and ensuring results within timelines and budgets.

Effective team management.

Effective delegation: setting clear expectations, tracking progress and communicating information people need on their jobs.

Ability to collaborate with a variety of stakeholders in the field.

Work according to the ethical standards of the project and the organization.

PERSONAL ATTRIBUTES

Commitment to gender equality.

Achievement mindset to accomplish project goals.

Effective communication, personal, and interpersonal skills.

Sound values and work ethics.

Open to diversity and respect for everyone.

Applications to be sent via email to damini.pandey@snehamumbai.org with Subject line: "**Consultant Program Coordinator**"