



JOB DESCRIPTION- CONSULTANT COUNSELLOR

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

The Program's Counselling centers train Counsellors in the Rogerian client-centered 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.

LOCATION

KEM Hospital

DUTIES & RESPONSIBILITIES:

- Counsellor will provide crisis counselling, extend emotional support and carry out immediate crisis intervention with the survivor (woman/ girl)
- The Counsellor will provide support in referral services
- The counsellor will support the Centre Administrator in strategizing case intervention and organizing referral services required by the survivor of violence
- She will prepare the woman to disclose her details for giving medical history
- She will take the case history of the woman and girls surviving violence for providing counselling and other necessary interventions
- Networking with other service providing agencies in the interest of the survivor of violence and making appropriate referrals (police, legal, health, and NGOs) to work out a long-term plan for the survivor
- Administrative responsibility of maintaining case records, registers, writing referral letters, collecting, entering and sharing data with the CA
- Preparing case studies
- Management of crisis helpline: responding and documenting the calls received on the helpline
- Assisting in organizing and planning events for the OSC
- Supporting CA in preparing relevant behavior change communication material or training modules
- Adherence to OSC values, policies and guidelines
- Conducting trainings and awareness camps at the hospital for the various health care functionaries
- Any other task assigned by CA

MANAGEMENT RESPONSIBILITY

- Proven ability to work with a variety of stakeholders including companies, government organisations, community organizations, etc.
- Staying focused on goals to ensure desired outcomes
- Ability to stay calm, think clearly and give guidance in a crisis

PERSONAL ATTRIBUTES

- Unflinching commitment to gender equality and women's rights
- Ability to put aside personal biases and religious/cultural/social/economic upbringing/values when working with survivors of violence
- Effective communication and inter-personal skills
- Ability to manage change and diversity. Enthusiasm for community engagement and networking.

- Strong sense of empathy, and negotiation and persuasion skills
- Sound values and work ethics
- Willingness to travel within Mumbai and its environs
- Willingness to work late and on weekends, if necessary for a case.
- Only for Females

QUALIFICATION & EXPERIENCE

- Master's Degree (Counselling/Social Work/Psychology/any other masters in social science)
- At least 5 years' work experience in crisis counselling and intervention

DESIRABLE SKILLS FOR THIS ROLE

- Good understanding of health information and structures
- Available to work 12 hours a day
- Demonstrate brilliant empathy and communication skills
- Ability to work in stressful environment
- Understanding of issue on violence against women will be an advantage
- MS Office skills are necessary
- Prior experience in working with survivors of gender-based violence is desirable

Applications are to be sent via email to damini.pandey@snehamumbai.org with the Subject line: "Consultant Counsellor- MMR"