

## CONSULTANT COUNSELLOR

### **ABOUT SNEHA**

SNEHA, a Mumbai-based non-profit with over 450 staff, focuses on improving health and nutrition in urban slums. Using a life-cycle approach, it addresses critical health and nutrition needs at key stages—from adolescence to family planning—aiming to enhance outcomes for women and children in vulnerable communities across Mumbai and the Mumbai Metropolitan Region.

It focuses on enhancing urban health by empowering both care seekers and providers. We work with informal settlement communities to drive change and partner with public health systems to ensure sustainable improvements. Our programs include Maternal and Child Health, Empowerment Health And Sexuality of Adolescents, Public System Partnership, Prevention of Violence against Women and Children, SNEHA Shakti, Palliative Care, and Livelihood Generation.

### **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.

### **“WHAT’S IN IT FOR ME” (WIIFM) - AT SNEHA**

At SNEHA, our fundamental belief is that prioritizing people is key, demonstrating our strong dedication to nurturing a supportive and growth-driven atmosphere. We uphold an open-door policy that champions transparency and open dialogue. We actively invite employees to voice their ideas, feedback, and concerns, fostering a culture where innovation and teamwork can flourish.

***If you value excellence and are passionate about nurturing individuals, SNEHA is the perfect place for you!!***

For detailed Information visit our website: [www.snehamumbai.org](http://www.snehamumbai.org) and follow us on:

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## PROFILE SNAPSHOT

### Designation: CONSULTANT COUNSELLOR

- ✚ **Role:** This includes addressing common mental health issues, suicide risk assessment, psychoeducation, and ethics such as self-care and boundaries.
- ✚ **Educational Requirement:** Master's Degree (Counselling/Social Work/Psychology/any other masters in social science)
- ✚ **Experience:** At least 5 years' work experience in crisis counselling and intervention
- ✚ **Location:** KEM Hospital
- ✚ **Reports to:** Consultant Center Administrator - Sushma Gaikwad
- ✚ **Apply:** Applications are to be sent via email to damini.pandey@snehamumbai.org with the Subject line: "Consultant Counsellor"

### Comprehensive overview of the position

#### Core Responsibilities

##### 1. Crisis Counseling & Emotional Support:

- Provide immediate crisis counseling and emotional support to survivors (women/girls) of violence.
- Carry out crisis interventions to ensure the survivor's immediate safety and well-being.

##### 2. Referral Support:

- Offer guidance and assist survivors in accessing referral services.
- Collaborate with the Centre Administrator (CA) to organize and strategize appropriate interventions and referrals.

##### 3. Case History & Disclosure Preparation:

- Prepare survivors to share their details for medical history documentation.
- Collect and record detailed case histories of women and girls to facilitate counseling and necessary interventions.

##### 4. Networking & Long-term Support Planning:

- Network with relevant agencies (police, legal, health, NGOs) to ensure comprehensive support for survivors.
- Make appropriate referrals and help devise long-term support plans for the survivor's recovery.

##### 5. Administrative Responsibilities:

- Maintain accurate case records, logs, and registers.

- Write referral letters, collect, enter, and share relevant data with the CA for proper case management.
- Prepare detailed case studies for tracking and reporting progress.

**6. Crisis Helpline Management:**

- Oversee the crisis helpline, responding to calls and documenting each case to ensure proper follow-up and support.

**7. Event & Program Support:**

- Assist in organizing and planning events for the One-Stop Centre (OSC).
- Support the CA in preparing behavior change communication materials or training modules.

**8. Policy Adherence & Training:**

- Adhere to OSC values, policies, and guidelines in all actions.
- Conduct training and awareness sessions for healthcare professionals within the hospital setting.

**9. Additional Tasks:**

- Perform any other duties as assigned by the Centre Administrator (CA).

**Critical Traits:**

**1. Commitment to Gender Equality & Women's Rights:**

- Strong and unwavering belief in advocating for gender equality and the empowerment of women, ensuring their rights are protected and upheld in all aspects of work.

**2. Cultural Sensitivity & Objectivity:**

- Ability to remain impartial and set aside personal biases, including religious, cultural, or socioeconomic beliefs, when working with survivors of violence. Demonstrates a non-judgmental approach.

**3. Empathy & Compassion:**

- Deep understanding of others' emotions, offering support with genuine compassion. Ability to create a safe, non-threatening environment for survivors.

**4. Adaptability & Resilience:**

- Flexible in the face of changing circumstances, and resilient in managing the emotional demands of crisis situations. Enthusiastic about community engagement and networking.

**5. Work Ethic & Integrity:**

- Strong sense of responsibility, professionalism, and adherence to ethical standards in all aspects of the job. Maintains high personal and professional integrity.

**6. Availability & Flexibility:**

- Willingness to travel as required within Mumbai and surrounding areas, as well as to work flexible hours, including evenings and weekends, when necessary for case intervention.

**7. Emotional Strength in High-Pressure Situations:**

- Ability to remain composed and focused in stressful, high-stakes environments, ensuring a calm and supportive presence in crisis situations.

**Behavioural Competencies:**

**1. Effective Communication Skills:**

- Excellent verbal and written communication abilities. Capable of articulating sensitive matters with clarity, empathy, and discretion.

**2. Strong Interpersonal Skills:**

- Builds rapport easily with diverse individuals, fostering trust and cooperation. Approaches interactions with respect and empathy, making survivors feel heard and valued.

**3. Problem-Solving & Critical Thinking:**

- Demonstrates strong analytical skills to assess situations and develop thoughtful, practical solutions. Approaches challenges with a calm, logical mindset to drive effective outcomes.

**4. Collaboration & Networking:**

- Works effectively with a variety of stakeholders, including government bodies, NGOs, and community organizations, to coordinate resources and support for survivors. Enthusiastic about building and maintaining professional relationships.

**5. Crisis Management & Decision-Making:**

- Remains calm and decisive during crises, quickly assessing needs and implementing solutions to address the situation at hand. Able to provide immediate guidance and take appropriate action.

**6. Time Management & Organizational Skills:**

- Skilled in managing multiple tasks efficiently, ensuring timely intervention and thorough follow-up. Maintains organized records, case files, and schedules despite a demanding workload.

**7. Commitment to Continuous Learning:**

- Proactively seeks opportunities for personal and professional development. Stays informed on best practices, emerging trends, and relevant research in crisis counseling and gender-based violence.

***“Come and be a catalyst for innovation and positive change—apply today to shape the future with us!”***