

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

SNEHA's Maternal and Newborn Health program seeks to improve the quality of delivery of maternal and neonatal health care in urban slums by building an accountable healthcare system as well as to empower communities to be responsible for addressing women's and newborns' integrated health needs.

The intervention model includes public health systems to improve referral linkages and to increase utilization of health care services provided by them. The project adopts this approach and works to create a collective vision and facilitates individuals, families, communities and health systems to realize that vision. The project aims to improve the health and nutritional status of married women and of children under six years of age in vulnerable communities of Bhiwandi.

"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 and follow us on:

SNEHA - SOCIAL MEDIA HANDLES	
	@snehamumbai_official
	https://www.facebook.com/SnehaMumbai
	@SNEHAMumbai
	https://www.linkedin.com/company/544355/
	@snehamumbai

PROFILE SNAPSHOT

Designation: Program Officer

- ✚ **Role:** Planning and building and sustaining effective rapport with different stakeholders including health facilities staff and community members.
- ✚ **Educational Requirement:** Bachelor's degree or equivalent
- ✚ **Experience:** Minimum 4 years of relevant experience in community development with any of the two of the thematic area (maternal & child health, family planning and working with social welfare dept of govt.).
- ✚ **Location:** Bhiwandi Nizampur Municipal Corporation (BNMC)
- ✚ **Reports to:** Program Coordinator
- ✚ **Apply:** Applications are to be sent via email to belinda.menezes@snehamumbai.org with the Subject line: "Program Officer- BBD"
- ✚ **Date of publishing:** 2nd June 2025

COMPREHENSIVE OVERVIEW OF THE POSITION

CORE RESPONSIBILITIES:

1. Field Coordination and Supervision

- Coordinate with field teams to ensure smooth implementation of project activities.
- Plan, supervise, and monitor field team operations.
- Conduct regular meetings with field staff to review progress and address challenges.

2. Capacity Building

- Build capacity of internal teams and external stakeholders.
- Train community organizers, health committees, and link workers.
- Plan and organize trainings for health post staff across different cadres (e.g., Medical Officers, Community Health Volunteers, Link Workers).

3. Stakeholder Engagement and Relationship Building

- Establish and maintain rapport with health facility staff and community members.
- Coordinate and liaise with health posts, municipal corporations, and other stakeholders.
- Implement protocol-based meetings and events involving stakeholders as per budget.

4. Community Mobilization

- Plan and execute large-scale community mobilization events and campaigns using creative strategies.

5. Monitoring, Feedback, and Troubleshooting

- Conduct ANC clinic observations and organize feedback meetings with health post staff, link workers, and beneficiaries.
- Troubleshoot issues at both community and facility levels to improve service delivery.

6. Other tasks

- Documentation of project activities.
- Administrative tasks

MANAGEMENT & REPORTING

- To take daily reports from community organisers.
- Managing pictures and documents of meetings, trainings, activities and events timely.
- Manage data and ensure data entry by CO in commcare application daily.
- Crosschecking of data collected from system and ensure data entry in commcare application.
- Planning and implementing project activities in coordination with Program Coordinator (PC) and field team
- This position report to the Program Coordinator, and will be based in the Thane and MMRDA regions.
- Assisting PCs in planning trainings of maternity home and peripheral hospital staff.
- Assisting PCs in collating data for periodic reports for funders, Municipal Corporation officials and for internal circulation.
- Assisting PCs in arranging regional referral meetings.
- Supporting PC in establishing referral linkages between HP and Maternity Home.

CRITICAL TRAITS

- Excellent skills of interpersonal communication, presentation skills, writing in Hindi and English. MS office skills (Word, excel and power point).
- Experience in training on maternal child health, government schemes and community development.
- Belief in working with Government departments.
- Experience in documentation, quantitative and qualitative data interpretation.
- Familiarity with government systems, ministries, departments and informal settlements in Mumbai.
- Experience in community mobilization.
- Negotiation skills.

BAHAVIOURAL COMPETENCIES

- Ability to maintain role boundaries.
- Interest in different themes like community development, maternal and new-born health, child health and nutrition and family planning.
- Ability to handle system & community issues.
- Self-starting and self-monitoring abilities.
- Flexibility in time management.
- Willingness to learn new schemes and skills.

DESIRABLE

- Willingness to travel within Mumbai, Maharashtra and India and willing to participate for exposure visits in other states of India.

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