

## **ABOUT SNEHA**

SNEHA (Society for Nutrition, Education and Health Action) is a Mumbai-based non-profit organization dedicated to improving the health, nutrition, and safety of women and children living in vulnerable urban informal settlements. Our mission is to empower urban women and children through integrated health and nutrition programs, education, and advocacy.

We work through a dual approach—engaging both care seekers and care providers. At the community level, we empower women and families to become agents of change, while simultaneously collaborating with public health and safety systems to drive sustainable improvements in urban health outcomes.

SNEHA's key programs include:

- **Maternal and Child Health**
- **Empowerment, Health and Sexuality of Adolescent**
- **Prevention of Violence against Women and Children**
- **Public System Partnership**
- **SNEHA Shakti**
- **Palliative Care**
- **Livelihood Generation**

Between 2016 and 2025, SNEHA directly reached over 620,555 women, children, and healthcare workers, and indirectly impacted a population of over 3.63 million across seven municipal corporations and three municipal councils in the Mumbai Metropolitan Region (MMR).

Today, SNEHA is a 500+ member organization with deep grassroots presence and a strong track record of reducing maternal and neonatal mortality, child malnutrition, adolescent anaemia, and gender-based violence—key determinants of health equity for families and communities.

## **ABOUT THE PROGRAM**

'Romila Palliative Care' - supports patients with life-limiting illnesses like cancer, stroke, heart ailments etc. 'Romila' means 'heartfelt' and symbolizes the loving, compassionate and competent care that this project hopes to provide patients to enable them to live a life of dignity and hope through their illness. It also supports their family and care-givers to help them look after the patient better, with greater assurance and confidence.

## **GOAL OF THE PALLIATIVE CARE PROGRAM**

To make palliative care available and accessible to all people with life limiting illnesses and alleviate all their health related suffering

## **OBJECTIVES OF THE PALLIATIVE CARE PROGRAM**

1. To improve the quality of life of patients registered at RPC for palliative care with effective symptom management
2. To support primary family caregivers in looking after their loved ones suffering from severe life limiting illnesses & increase their comfort level in looking after the patients registered with us
3. To increase awareness of palliative care and uptake of services amongst people living in vulnerable communities' in H West Ward.
4. To institutionalize palliative care by setting up palliative care OPDs in four tertiary hospitals of Mumbai and increase awareness, coverage, uptake of services and sustainability of the intervention model planned

## **“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

SNEHA - SOCIAL MEDIA HANDLES	
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	<a href="https://www.facebook.com/SnehaMumbai">https://www.facebook.com/SnehaMumbai</a>
	<a href="https://twitter.com/SNEHAMumbai">@SNEHAMumbai</a>
	<a href="https://www.linkedin.com/company/544355/">https://www.linkedin.com/company/544355/</a>
	<a href="https://www.youtube.com/snehamumbai">@snehamumbai</a>

## **PROFILE SNAPSHOT**

**Designation:** Program Officer-Counselling

-  **Role:** The counsellor plays a key role in supporting patients and families emotionally, guiding them through hospital services, conducting awareness sessions, coordinating trainings, maintaining documentation, facilitating referrals for home-based care, and managing overall administrative tasks in the OPD.
-  **Educational Requirement:** Master's degree
-  **Experience:** Experience in counselling, palliative care, health care systems.
-  **Location:** Chotta Sion Hospital
-  **Reports to:** Program Coordinator
-  **Apply:** Applications are to be sent via email to [recruitment@snehamumbai.org](mailto:recruitment@snehamumbai.org) with the Subject line: “ Program Officer – Counselling “
-  **Date of publishing:** 25<sup>th</sup> Jun 2025

## **CORE RESPONSIBILITIES**

The Counsellor will be responsible for:

1. Offering immediate counseling services and support services to patients and care givers approaching the hospital OPD
2. Work in close collaboration with the Palliative care team
3. Going for home visits close to the hospital OPD  
Assist with navigating patients through the hospital, conducting palliative care awareness sessions at OPD's and among hospital staff, coordinating trainings in the hospital, patient documentation, patient referral and co-ordination between palliative and other OPD's
4. Networking with other service providing agencies in the interest of the patient and making appropriate referral
5. Attend and support monthly care givers support givers meeting
6. Administrative responsibility of maintaining case records, registers, writing Referral letters, writing minutes etc.
7. Preparing case studies.

## **MANAGEMENT & REPORTING**

1. Coordinate on a daily basis with the Palliative Care team of Doctors, Nurses and Volunteers in
2. Connection with patients and care givers
3. Report weekly to the consultant Advisor
4. Manage data capture, storage, analysis and reports.
5. Contribute to the organizational culture and work of SNEHA to an appropriate degree for someone at
6. Consultant level.

## **CRITICAL TRAITS**

1. Fluency in English, Hindi and Marathi.
2. Flexibility in time management.
3. Ability to maintain role boundaries
4. Self-starting and self-monitoring abilities.
5. Excellent skills of interpersonal communication, presentation skills

## **BEHAVIOURAL COMPETENCIES**

1. Achievement mind-set and an eagerness to take initiative
2. Effective Communication, personal and interpersonal skills
3. Ability to manage change and diversity
4. Enthusiasm for community engagement
5. Sound values and work ethics

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