

## **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.

## **THE PROGRAM – PREVENTION ON VIOLENCE AGAINST WOMEN AND CHILDREN**

SNEHA's Program on Prevention of Violence against Women and Children aims to develop high-impact strategies for primary prevention, ensure survivors' access to protection and justice, empower women to claim their rights, mobilize communities around 'zero tolerance for violence', and respond to the needs and rights of excluded and neglected groups. Using a socio-ecologic model as a framework for action at different levels to prevent violence, the program works on primary prevention, secondary intervention and tertiary prevention.

## **ABOUT THE PROJECT**

The Community Stewardship model aims to create a community that actively addresses and supports the prevention of gender-based violence through robust community ownership. It is implemented through a multi-tiered approach: primary interventions, secondary interventions and tertiary interventions. This model, structured around community groups (known as gats), sanginis, mitras (men volunteers), and other community stakeholders, facilitates collective action to prevent violence and support survivors. The program will work on exploring different ways to deepen the Community Stewardship model by working on de-addiction interventions in the community by raising visibility of the issue in the community, educating women's and men's group members, sanginis and mitras and setting up referrals for de-addiction. The candidate will work across two sites of the program's intervention areas in Dharavi, Govandi, or Wadala, Kurla, as assigned for de-addiction counselling in collaboration with a Female counsellor and the interventions team.

## **"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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	<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:** Achievement of program deliverables and key result areas on the prevention of violence against women and children, de-addiction.
-  **Educational Requirement:** MSW/ MA in Psychology, Sociology
-  **Experience:** At least 5 years in the area of health sector
-  **Age:** 30 years and above
-  **Location:** Dharavi / Govandi / Wadala / Kurla
-  **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:** 18 Jun 2025

## THE PROFILE

The counsellor will provide de-addiction counselling and health services to dependents who are reported to SNEHA by community members, team members, and organizations working with communities.

### Work Package 1

#### Program Planning and Implementation

1. Create individualized treatment plans that address the specific needs of each dependent.
2. Plan a community visit, home visits, and follow-up visits, independently or in collaboration with the respective team member.
3. Plan, establish the network, and collaborate with agencies working for de-addiction, like health system and NGO's and community stakeholders.

4. Plan and establish referral links for employment, with a skill-building agency for rehabilitation

5. Conduct thorough assessments of individuals' addiction, including its nature, severity, and underlying causes.
6. Educate community about GBV, substance abuse and mental health, to promote healthy relationship.

### ***Work Package 2***

#### **Provide individual Counseling**

1. Psychoeducation to the clients and offer individual counselling session help client to understand their addiction, develop coping strategies, and achieve and maintain sobriety.
2. Provide individual and group counseling sessions for individuals struggling with substance abuse, addressing trauma, promoting healing, and developing coping strategies, by offering counseling on a case-by-case basis.
3. Implement interventions, which prevent relapse like life skills training, family relationship, continuing employment, and stress management.
4. Provide ongoing support to clients during their recovery journey, addressing challenges and helping them maintain abstinence.
5. Conduct thorough assessments of individuals' addiction, including its nature, severity, and underlying causes.
6. Risk assessment for violence and suicide, immediate and future plan for supervision, prevention, and management.

### ***Work Package 3***

#### **Family-level counselling intervention**

1. Conduct family counseling sessions and meetings for timely support for medication follow-up in the recovery stage
2. Act as a liaison between patients, families, ensuring effective communication to sensitize family members to understand the issue and support the process of recovery, follow-up, and supervision

### ***Work Package 4***

#### **Collaboration**

1. Work closely with other professionals, such as doctors, nurses, and social workers, to ensure comprehensive care.
2. Report & involve seniors in crisis & difficult cases, and handhold female counsellors, and do a case audit.

## **Work Package 5**

### **Documentation**

1. Maintain detailed records of patient intake sheet, interactions, progress, and treatment plans, and enter the data in CommCare
2. Maintaining case record registers, interaction details with dependent, writing referral letters, ensure data entered in CommCare, including follow-up and progress report, etc.
3. Prepare a monthly report and write a case story on a monthly basis
4. Any additional responsibility as per the program requirement will be assigned.

### **CRITICAL TRAITS**

- Hindi- and Marathi-speaking skills are necessary. Effective Communication, personal and interpersonal skills
- MS Office skills are necessary, with good documentation and reporting skills
- Familiarity and some knowledge and exposure of the government systems and information on the various social protection schemes
- Experience in the area of gender, addiction, HIV, or a related field
- Strong strategic skills – understanding the project, making complex decisions, and innovation
- Negotiation skills
- Strong conflict resolution skills

### **BEHAVIOURAL COMPETENCIES**

- Getting organized and ensuring results within timelines
- Effective delegation – setting clear expectations, tracking progress and communicating information
- Ability to build rapport with clients, communicate effectively, and facilitate group discussions.
- Knowledge and Familiarity with various addiction treatment models, therapies, and interventions.
- Ability to understand and connect with clients' experiences and challenges.
- Ability to manage caseloads, schedule appointments, and maintain accurate records.
- Understanding the correlation between addiction and violence against women and children

### **DESIRABLE**

1. Experience working with individuals struggling with substance abuse (De-addiction) is highly desirable.