

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

SNEHA's MCH - AAHAR program intervention has worked in partnership with the systems and communities at Dharavi, Wadala and Turbhe. While we address issues on the supply side, we accept that we need to address the awareness and uptake of ICDS and Health system services by the community. To increase knowledge and bring about behaviour change in the community, we have worked on educating mothers and care givers on different aspects of child health and nutrition, sanitation, hygiene and the services they are entitled to from ICDS and health departments. We would now like to further build capacity of the community to expect, demand and negotiate availability and improved quality services from ICDS and on the other hand, to demonstrate their responsibility for the community mothers and young children. We will facilitate the community to act as the catalyst for sustained change. SNEHA has focused its efforts in the AAHAR program on reduction of malnutrition, maternal anaemia, to improve the maternal health and nutrition, to address the gaps in maternal and child health and nutrition services through a partnership with systems and community, to improve referral and services related to gender based violence (GBV), to equip anganwadi workers with knowledge and skill-based trainings for enhanced delivery of ICDS services, sustain community participation and action through community volunteers and provide mentoring support to FLWs for enhanced community outreach and service.

ABOUT THE PROJECT

MSI Aahar – Sahyog Dharavi: The Aahar Sahyog Program of SNEHA focuses on improving maternal, newborn, and child health and nutrition (MCHN) in the most vulnerable pockets of Dharavi, directly engaging with 13,000 households covering a population of 65,000. The program aims to reduce malnutrition and strengthen public health and nutrition services by building the capacity of community volunteers and integrating them with government systems such as ICDS and public healthcare services. Transitioning from a direct intervention to a hybrid model, the program emphasizes empowering local leadership through Community Action Groups (CAGs), with a vision to convert them into government-recognized Mahila Aarogya Samitis (MAS) for sustainability. SNEHA's approach involves a balanced strategy where frontline workers dedicate their time to home visits, volunteer capacity building, and system strengthening. By fostering partnerships between the community, health systems, and service providers, the program ensures long-term improvements in health outcomes while encouraging community ownership for lasting change.

In Dharavi, Social Nagar, Rajiv Gandhi Nagar, AKG Nagar, and Kunchikurve Nagar, addressing malnutrition and improving maternal health component. This program aims to leverage partnerships with community members, local government, and frontline workers to enhance child health and nutrition outcomes

"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:

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

PROFILE SNAPSHOT

Designation: Program Officer

-  **Role:** Planning and implementing project activities in coordination with Program Coordinator (PC) and field team. Building and sustaining effective rapport with different stakeholders including health facilities staff and community members.
-  **Educational Requirement:** Graduation/ MSW
-  **Experience:** Relevant experience of at least 5 years in the social/Public Health sector
-  **Location:** Dharavi
-  **Reports to:** Program Coordinator
-  **Apply:** Applications are to be sent via email to lakhvinder.kaur@snehamumbai.org with the Subject line: "Program Officer"
-  **Date of publishing:** 20th Oct 25

CORE RESPONSIBILITIES

- Planning large community mobilization events like campaigns with different creative ideas.
- Assisting PC to Planning and organizing trainings of the Volunteers, SNEHA Fellows, ICDS and health post staff of different cadres.
- Maintaining documentation related to all the activities and trainings
- Assisting PC in collating data for periodic reports for funders, ICDS and Health post for internal circulation.
- Assisting PC in arranging referral meetings with ICDS and BMC
- Trouble shooting at the facility level and community level.
- Capacity building of the community organizers, Volunteers and CAG groups.
- Conducting periodic ANC clinic observation and feedback meetings with Health Post staff, Asha workers and beneficiaries to plan the strategies to improve the access to health post services.
- Supporting PC in establishing referral linkages between HP and Maternity Home.
- Maintaining and monitoring timesheets of field staff and ensuring monthly regular submission to HR& Administration.
- Coordination with SNEHA Fellow and take work update, Collect report from them
- Coordinating with field teams for ensuring implementation of project activities.
- Planning, supervision and monitoring of field teams.
- Capacity building of team, SNEHA Fellow and other stakeholders.
- Coordination and Liaoning with HP, Corporation and stakeholders.
- Documentation of project activities, include SNEHA Fellow area.
- Implementation of protocolized meetings with stakeholders, events, activities as per budget.
- Weekly coordination meeting with SNEHA fellow.

- Managing pictures and documents of meetings, activities and events timely.
- Cross checking of data collected from system and ensure data entry in commcare application.

CRITICAL TRAITS

- Familiarity with government systems, ministries, departments and informal settlements in Mumba
- Proficient in reading, writing, and speaking English, Hindi, and Marathi
- Excellent MS office skills (Word, excel and power point).
- Interest in different themes like community development, maternal and new-born health, child health and nutrition and family planning.
- Belief in working with Government departments.
- Self-starting and self-monitoring abilities.
- Willingness to learn new schemes and skills.

BEHAVIORAL COMPETENCIES

- Experience in training on maternal child health, government schemes and community development
- Experience in documentation, quantitative and qualitative data interpretation.
- Ability to handle community issues.
- Flexibility in time management.
- Experience in community mobilization.
- Negotiation skills.
- Ability to maintain role boundaries.
- Ability to handle system & community issues.

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