

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

Maternal and Child Health (MCH) – Building Bridges is a focused direct community intervention covering over 10,000 households across three communities in Bhiwandi. Operational since 2016, the program works directly with women and children in vulnerable urban slum areas and indirectly with the Bhiwandi Nizampur Municipal Corporation (BNCMC) health system across 12 intervention areas, 3 health posts, and the Indira Gandhi Memorial Hospital.

The program aims to improve maternal, neonatal, and child health outcomes, bridging service delivery gaps and promoting health equity. It focuses on women of reproductive age (15–49 years), antenatal and postnatal mothers, family planning counselling, and children aged 0–6 years for immunization, nutrition, and early childhood care.

Community Organizers and volunteers conduct home visits, awareness campaigns, and capacity building of frontline government workers (ASHAs, ICDS Sevikas, etc.) through regular training, coordination, and supportive supervision.

"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:

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PROFILE SNAPSHOT

Designation: Training Coordinator

- Role:** The Training Coordinator will plan, conduct, and monitor all training and capacity-building activities, including developing modules, documenting processes, and conducting assessments. The role involves supporting staff across all levels in enhancing technical, behavioral, and digital skills, while collaborating with the M&E and Learning & Development teams to ensure data-driven and systematic learning. The Coordinator will also integrate digital learning, volunteer management, and AI tools into the training framework and assist with other program activities as needed.
- Educational Requirement:** Postgraduate degree in Social Work, Public Health, Education, or related field.
- Experience:** Minimum 5 years' experience in training and development, preferably in the health and development sector.
- Location:** Bhiwandi Nizampur Municipal Corporation (BNCMC)
- Reports to:** Associate Program Director
- Apply:** Applications are to be sent via email to belinda.menezes@snehamumbai.org with the Subject line: "Training Coordinator"

CORE RESPONSIBILITIES

1. Capacity Building of Program Team

- Identify capacity-building needs of Program Coordinators, Program Officers, and Community Organizers through periodic field observations and assessments.
- Prepare a training calendar and matrix identifying thematic and technical priorities.
- Design training curricula in collaboration with the Associate Program Director and Program Director.
- Develop pre- and post-assessment tools, timely sharing the scores with the team, feedback mechanisms, and knowledge retention tests.
- Conduct periodic (monthly) mock sessions and field observations to gauge skill application.
- Prepare and timely manage training budgets, expenses, and reports.
- Collaborate with SNEHA's Learning & Development team to align training strategies.
- Take a lead, Develop and oversee the creation of IEC/BCC materials for training and awareness activities.
- Build and maintain a database of resource persons across clinical, behavioural, and digital domains.
- Integrate digitized training tools — including AI-based content, WhatsApp-enabled chatbots, and learning dashboards — for continuous engagement and monitoring.
- Support volunteer capacity assessments and maintain real time tracking sheets to map incremental knowledge growth post-training.

2. Capacity Building of Stakeholders

- Coordinate training and permission processes with public health stakeholders (ICDS, BNCCMC, ASHAs).
- Conduct structured capacity-building sessions and prepare training reports.
- Develop pre- and post-assessment tools, timely sharing the scores with the ICDS Supervisors, CDPOs and respective teams, feedback mechanisms, and knowledge retention tests.
- Introduce digital modules and e-learning content for sustained learning and refresher sessions.

3. Capacity Building of Community Action Groups

- Organize and document training for Mahila Aarogya Samitis (MAS), Health Committees (HCs), and volunteers.
- Facilitate pre- and post-assessments to measure knowledge gain and behavioral change.
- Map the incremental capacity growth of community volunteers over time, linking it with their field performance indicators.
- Recognize and showcase high-performing volunteers through community platforms.

4. Development of Training Modules and Materials

- Develop training modules and BCC materials using print, audio-visual, and digital media.
- Create content suited for staff, stakeholders, and community audiences (videos, infographics, social media snippets, etc.).

- Explore innovative training methodologies and technology-based learning aids for improved engagement.

5. Management and Reporting

- Maintain data systems for capturing, storing, and analysing training outcomes.
- Prepare (monthly and quarterly) periodic progress reports and document best practices.
- Participate in organizational initiatives and cross-program learning activities.
- Travel daily to Bhiwandi intervention (urban and rural) areas for training execution and monitoring.

SKILLS & COMPETENCIES

- Strong grounding in community development and participatory approaches.
- Understanding of digital literacy and e-learning systems for community and staff training.
- Excellent communication, facilitation, and team management skills.
- Proactive, Innovative and creative in designing engaging training content.
- Sound analytical, documentation, and reporting abilities.
- Flexibility, patience, and adaptability to changing community contexts.
- Commitment to SNEHA's values of respect, inclusion, and collaboration.

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