

## 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

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 anemia, and gender-based violence —key determinants of health equity for families and communities.

## ABOUT THE PROGRAM

This project seeks to provide palliative care to all people, irrespective of caste, creed, religion and economic status, to allow them to live their life with minimum pain, with dignity and comfort, to the very end. It seeks to provide prevention of and relief from suffering to patients with life-limiting illness or experiencing intense pain through provision of medical support, counseling and other services.

## “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:

<b>SNEHA - SOCIAL MEDIA HANDLES</b>	
	<a href="https://www.instagram.com/snehamumbai_official">@snehamumbai_official</a>
	<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: Consultant Counselor

- **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 preferably in Psychology
- **Experience:** Experience in counselling, palliative care, health care systems.
- **Location:** LTMG, Sion Hospital
- **Reports to:** Associate Program Director
- **Apply:** Applications are to be sent via email to [belinda.menezes@snehamumbai.org](mailto:belinda.menezes@snehamumbai.org) with the Subject line: "Consultant Counsellor/Psychologist- RPC"

## CORE RESPONSIBILITIES

The Counsellor will be responsible for:

- Offering immediate counselling services and support services to patients and care givers approaching the hospital Haematology OPD and Thalassemia-day care centre
- Work in close collaboration with the Palliative care team and social worker
- 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 coordination between palliative and other OPD's
- Networking with other service providing agencies in the interest of the patient and making appropriate referral
- Create, attend and support care givers support meeting
- Administrative responsibility of maintaining case records, registers, writing Referral letters, writing minutes, etc.
- Preparing case studies.

**MANAGEMENT AND REPORTING**

1. Coordinate on a daily basis with the Palliative Care team of Doctors, Nurses and Volunteers in connection with patients and care givers
2. Manage data capture, storage, analysis and reports.
3. Contribute to the organizational culture and work of SNEHA to an appropriate degree

**CRITICAL TRAITS**

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

**BEHAVIORAL 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!”*