

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

The *Maternal and Child Health – SEHAT Project* is a targeted community-based intervention implemented across 211 ICDS anganwadis and 168 ASHAs, covering four Primary Health Centres in rural Bhiwandi. The project works directly with sevikas and ASHAs to improve maternal, child health, and nutrition outcomes in underserved communities.

The intervention focuses on married women of reproductive age (15–49 years), pregnant and lactating women, families needing family-planning counselling, and children under six years. Core thematic areas include: antenatal and postnatal care, new-born and infant care, immunization, nutrition and growth monitoring, breastfeeding support, counselling for early treatment-seeking

The incumbent will conduct regular home visits with sevikas, organise community events and behaviour-change sessions, and lead awareness activities to strengthen health-seeking behaviour. The project also engages with local systems—Gram Panchayats, ICDS, and ASHAs—to enhance service uptake and improve the overall quality of care.

A strong capacity-building component runs through the intervention, equipping frontline workers and community structures with the knowledge and skills required to sustain improved health practices.

“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: Program Coordinator

- **Role:** The Program Coordinator (PC) will oversee planning, implementation, and quality assurance of all program components.
- **Educational Requirement:** Master’s Degree in Social Work, Public Health, Development Studies, Psychology, or a related field from a recognized institution.
- **Experience:** Minimum 5 years of experience in project planning and implementation.
- **Location:** Bhiwandi. *The program will entail daily and extensive travelling to the rural areas of Bhiwandi.*
- **Reports to:** Associate Program Director
- **Apply:** Applications are to be sent via email to belinda.menezes@snehamumbai.org with the Subject line: “Program Coordinator- BBD”

COMPREHENSIVE OVERVIEW OF THE POSITION

She/he will ensure seamless coordination across community engagement, system strengthening, capacity building, and project operations.

The role requires strong leadership, field oversight, operational planning, documentation, and team development. The Program Coordinator must be able to problem-solve in dynamic community settings, respond quickly to emerging issues, and maintain robust communication channels with internal teams and external stakeholders.

DUTIES & RESPONSIBILITIES

Program Implementation & Coordination

- Translate the program vision into actionable strategies and ensure implementation across all sites.
- Coordinate effectively between community teams, system-strengthening teams, and training functions to maintain convergence.
- Provide field oversight to ensure quality interactions, strong engagement with families, and adherence to program protocols.
- Ensure all referrals, follow-ups, and linkages with health facilities are completed and documented.
- Conduct regular reviews with team members to track progress, troubleshoot challenges, and ensure milestone achievement.
- Support the introduction, adaptation, and scaling of program approaches across intervention areas.
- Ensure robust documentation, including reports, data tables, presentations, and dashboards.

Monitoring & Learning

- Track program indicators, review data regularly, and support improvement measures.
- Ensure accurate and timely documentation across all program components.
- Support evaluation activities, internal audits, and learning workshops.
- Promote the use of digital tools for monitoring and field supervision.

Administrative Tasks

- Prepare monthly activity plans and budgets.
- Manage project budgets and ensure adherence to financial guidelines.
- Ensure timely submission of vouchers, bills, and accounting documentation.
- Lead team recruitment processes when required.
- Train, mentor, and supervise team members; conduct performance appraisals.
- Identify skill gaps and ensure ongoing capacity-building of staff.

Others

- Participate in team planning, strategy discussions, and review processes.
- Contribute to organizational learning, documentation, and knowledge-sharing.
- Support cross-functional collaborations and represent the program when required.

CRITICAL TRAITS

- Experience in community-based health programs and coordination with public health systems.
- Proficiency in using technology for field operations, including troubleshooting digital tools.
- Strong communication, training, and documentation abilities.
- Good command of MS Office applications (Excel, Word, PowerPoint).
- Fluency in English and Hindi; knowledge of local languages is an added advantage.
- Strong planning and implementation capabilities with the ability to meet timelines and budgets.

BEHAVIOURAL COMPETENCIES

- Effective team management, supervision, and mentoring.
- Ability to delegate tasks, monitor accountability, and collaborate with diverse stakeholders.
- High ethical standards with strong alignment to organizational values.
- Result-oriented, with strong problem-solving skills and a proactive approach.
- Excellent interpersonal skills, sensitivity, and respect for diversity in community settings.
- Commitment to equity, inclusion, and integrity in all interactions.

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