

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 Officer

- **Role:** This role is responsible for planning, coordinating, and monitoring field activities to strengthen maternal and child health interventions in close collaboration with ICDS, anganwadi sevikas, health posts, and local systems.
- **No of positions:** 7
- **Educational Requirement:** Graduate degree in Social Work, Public Health, Education, or related field.
- **Experience:** Minimum 5 years of experience in program implementation and team management in the health or development sector.
- **Location:** Bhiwandi. *Daily and extensive travel across Bhiwandi's rural communities is expected.*
- **Reports to:** Program Coordinator
- **Apply:** Applications are to be sent via email to lakhvinder.kaur@snehamumbai.org with the Subject line: “Program Officer- BBD”

COMPREHENSIVE OVERVIEW OF THE POSITION

The position involves leading community mobilization, building the capacities of frontline workers and volunteers, supporting referral linkages, and ensuring engagement with stakeholders.

The role requires close coordination with the Program Coordinator (PC) for planning, training, reporting, and system strengthening.

CORE RESPONSIBILITIES

Field Coordination and Supervision

- Plan and conduct regular meetings with field staff.
- Provide daily supervision, guidance, and monitoring of field teams.
- Ensure timely and quality implementation of all project activities.
- Coordinate with health posts, ICDS, and partner stakeholders for smooth field operations.
- Monitor field staff timesheets and ensure timely submission to HR & Administration.
- Support frontline teams in troubleshooting field challenges and improving service uptake.

Community Engagement & Mobilization

- Plan and organize community events, campaigns, and awareness drives using innovative, locally relevant approaches.
- Build strong relationships with community members, local influencers, sevikas, ASHAs, and health facility staff.
- Facilitate group sessions, home visits, and behaviour-change initiatives as needed.

Training & Capacity Building

- Plan and organize trainings for health post staff, ICDS functionaries, sevikas, volunteers, and link workers.
- Support the Program Coordinator in designing and adapting training modules.
- Build team capacity through on-the-job coaching, refreshers, and field demonstrations.

Referral & Stakeholder Coordination

- Strengthen and track referral linkages between health posts, ICDS, CTC, NRRC, and government hospitals.
- Assist in organizing and documenting referral coordination meetings.
- Support families needing referrals and ensure follow-up through field teams.

Reporting & Documentation

- Assist the Program Coordinator in compiling data for periodic reports for funders, municipal authorities, and internal reviews.
- Maintain clear and structured documentation of activities, trainings, events, and stakeholder meetings.
- Ensure correct data verification, system data cross-checking, and timely data entry on CommCare.
- Manage photo documentation and maintain records as per program protocols.
- Ensure adherence to approved budgets and protocols while implementing meetings and events.

CRITICAL TRAITS

- Strong interest in community development, maternal and newborn health, child nutrition, and family planning.
- Experience working with public health systems and under-resourced or vulnerable communities.
- Ability to work collaboratively with government officials and frontline structures.
- Self-motivated, reliable, and able to independently monitor field activities.
- Quick learner with willingness to understand new schemes, systems, and digital tools.
- Capacity to address community concerns with sensitivity, empathy, and maturity.
- Flexible with field movement, time management, and adapting to changing contexts.
- Strong foundation in curriculum design, assessment tools, literature review, and training delivery.

BEHAVIORAL COMPETENCIES

- Proficiency in English, Hindi, and Marathi.
- Strong interpersonal, communication, negotiation, and facilitation abilities.
- Skilled in documentation and data analysis (quantitative & qualitative).
- Experience in community mobilization and managing field- and system-level issues.
- Familiar with government schemes, public health systems, and informal settlement contexts.
- Proficient in MS Office, IT tools, digitization platforms, and AI/WhatsApp-based learning tools.
- Maintains professional boundaries and works effectively with diverse communities and stakeholders.
- Highly adaptable, self-driven, and capable of coordinating multiple partnerships.

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