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: Officer- Training

- **Role:** The Training Officer is responsible for planning, delivering, and monitoring all training and capacity-building activities within the program.
- **Educational Requirement**: Graduate degree in Social Work, Public Health, Education, or related field.
- **Experience:** Minimum 5 years of experience in training and development within the health or development sector.
- **Location:** Bhiwandi. *Daily and extensive travel across rural and peri-urban areas of Bhiwandi is mandatory*
- **Reports to**: Training Coordinator.
- **Apply:** Applications are to be sent via email to **diksha.bisht@snehamumbai.org** with the Subject line: "Training Officer- BBD"

COMPREHENSIVE OVERVIEW OF THE POSITION

The role includes conducting training sessions, documenting processes, facilitating assessments, strengthening team competencies, and supporting the Training Coordinator and Program Coordinator in building the technical, behavioural, and digital skills of community members, link workers, and frontline health functionaries.

This role involves close collaboration with the Monitoring & Evaluation team for data-based decision-making and integration of digital learning tools. The Training Officer will contribute to volunteer development, digital training innovations, and any additional program needs assigned.

DUTIES & RESPONSIBILITIES

Capacity Building

- Identify training needs through periodic field visits, observations, and competency assessments.
- Prepare a structured annual training calendar and capacity-building matrix.
- Co-design training curricula with the Training Coordinator on thematic, technical, and digital topics.
- Develop and administer pre- and post-assessment tools, sharing results with relevant teams and using the insights to refine training content.
- Conduct mock sessions, coaching visits, and on-field demonstrations to strengthen skill application.
- Manage training budgets, expenses, and timely reporting.
- Work with SNEHA's Learning & Development team to align and enhance training strategies.
- Build a database of resource persons across clinical, behavioural, digital, and community domains.
- Integrate, introduce and manage digital learning tools (AI-driven content, WhatsApp chatbots, learning modules, micro-learning modules, and dashboards).
- Support volunteer capacity assessments and maintain real-time progress trackers.
- Conduct structured training sessions and prepare clear, timely training reports.

Capacity Building of Community Action Groups, Sevikas, ASHAs, and ANMs

- Coordinate training permissions and processes with ICDS, BNCMC, ASHAs, and other public system partners.
- Organize and document training sessions for CAGs, volunteers, ASHAs, sevikas, and ANMs.
- Facilitate assessments to track knowledge gain, skill improvement, and behavioural shifts.
- Map incremental volunteer capacity growth linked to performance indicators.
- Recognize and showcase high-performing volunteers at community platforms and program events.

Development of Training Modules and Materials

- Lead the development of IEC/BCC materials for training, awareness events, and field communication using print, audio-visual, and digital formats.
- Create tailored content for staff, stakeholders, and community audiences (videos, infographics, micro-content).
- Apply innovative facilitation techniques and technology-based learning methods to improve engagement.

Management and Reporting

- Maintain systems for capturing, storing, analysing, and visualizing training outcomes and learning data.
- Prepare monthly and quarterly progress reports and document best practices, innovations, and case stories.

CRITICAL TRAITS

- Demonstrated experience in curriculum design, assessment tools, and structured training delivery.
- Experience with public health systems and working in vulnerable/underserved communities.
- Strong interpersonal, facilitation, and presentation skills; proficient in English, Hindi, and Marathi.
- Working knowledge of IT tools, digitization systems, and AI-enabled platforms (chatbots, WhatsApp micro-learning).
- Ability to measure capacity-building progress using data-driven tools.
- Highly self-driven, adaptable, and effective in stakeholder engagement.

BEHAVIOURAL COMPETENCIES

- Clear and confident communication with the ability to motivate and engage learners.
- Strong analytical skills, with solid documentation and attention to detail.
- Creative and innovative approach to designing learning experiences.
- Patience, flexibility, and adaptability in dynamic community settings.

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