

## **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

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 DOMAIN**

Apart from medical care, many social and economic factors play an important role in shaping health. These factors, such as poverty, unemployment, lack of education, social exclusion and discrimination, lack of access to affordable health services of decent quality, are termed as social determinants of health. The Collaboration and Partnerships domain of SNEHA works on social determinants of health by strengthening the social protection coverage available to the urban poor through government-sponsored schemes and policies, as well as by forging partnerships with civil society organisations that provide services to address the determinants of health falling outside SNEHA's purview of work.

## **"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.







For detailed Information visit our website: [www.snehamumbai.org](http://www.snehamumbai.org) and follow us on:

#### **SNEHA - SOCIAL MEDIA HANDLES**

	<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: PROGRAM COORDINATOR**

-  **Role:** This position plays a critical role in ensuring effective program implementation, team supervision, stakeholder coordination, and documentation across assigned domains.
-  **Educational Requirement:** Master's Degree in Social Work, Sociology, Public Health, Research
-  **Experience:** Experience in the development sector, particularly in urban community settings, with skills in coordination, documentation, and quantitative/qualitative data handling. Demonstrated interest in health, nutrition, and community development.
-  **Location:** Central
-  **Reports to:** Associate Director
-  **Apply:** Applications are to be sent via email to [diksha.bisht@snehamumbai.org](mailto:diksha.bisht@snehamumbai.org) with the Subject line: "**Program Coordinator- CPK**"

#### **COMPREHENSIVE OVERVIEW OF THE POSITION**

The role involves close monitoring of field teams, strengthening partnerships with government and civil society organizations, supporting training and IEC development, and contributing to data management, reporting, and organizational strategy. The incumbent will act as a key link between field operations, program planning, and institutional communication.

## **CORE RESPONSIBILITIES**

### **Monitoring and supervision:**

- Monitoring the work plans and deliverables of Program Officers (PO) on a daily basis
- Supervising the performance of POs through periodic field visits and observations
- Conducting timely appraisals of the subordinate staff members
- Conducting monthly review/feedback meetings with the field team

### **Networking and partnership:**

- Strengthening partnership with different government officials and CSO representatives at various levels through meetings, interactions and continuous follow-ups.
- Handholding POs to ensure timely and coordinated intervention to address barriers in accessing social protection schemes
- Tracking referrals to CSOs for services related to social determinants of health across SNEHA

### **Training and IEC material development:**

- Exploring, updating and re-developing the existing training and IEC material with the assistance of the Associate Director (AD)
- Assisting the AD in designing and developing new material as needed
- Assisting in the translation of documents from English/ Marathi to Hindi and vice versa

### **Documentation:**

- Documenting sessions, events, meetings, case stories and program-related activities
- Capturing and writing case stories through periodic field visits
- Assisting the AD in designing and developing need-based concept notes, PPTs for different purposes
- Preparing various types of reports, e.g. monthly report, quarterly report, annual report by compiling and analyzing field reports and data

### **Quantitative and qualitative data management**

- Assisting in the preparation of data collection tools, overseeing data collection, data entry and data analysis for quantitative surveys and qualitative inquiries that the domain may take up from time to time

### **Others**

- Supporting the AD to implement, monitor and evaluate strategic plans and systems
- Handling finances and administrative responsibilities
- Contributing to the overall SNEHA communication strategies, reports and media activities

### **CRITICAL TRAITS**

- Good writing skills in English, Hindi and Marathi
- MS-office skill
- Basic research skills
- Leadership and team management skills
- Excellent interpersonal and communication skills

### **BEHAVIOURAL COMPETENCIES**

- Critical thinking
- Self – motivated
- Ability to multitask and quick turnaround time

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