

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

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

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.

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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	https://www.facebook.com/SnehaMumbai
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	@snehamumbai

PROFILE SNAPSHOT

Designation: Program Officer

- Role:** A Program Officer for the Collaboration and Partnership domain would gather information on relevant Social Protection Schemes, implemented by the Union and the state governments, especially for women and children in urban vulnerable communities.
- Educational Requirement:** Graduate (preferably from Social Work background)
- Experience:** At least 2 years of experience of working on liaison between people and public authorities
- Location:** MMR
- Reports to:** Program Coordinator
- Apply:** Applications are to be sent via email to recruitment@snehamumbai.org with the Subject line: “Program Officer- Social Protection”

COMPREHENSIVE OVERVIEW OF THE POSITION

S/he will be responsible to build capacities of programme teams to understand these schemes and will support them to build awareness among people to ultimately enable community members to access the benefits of these schemes. The programme officer would also help to connect community members to relevant Civil Society Organisations working to improve the social determinants of health.

DUTIES & RESPONSIBILITIES:

- Support with information gathering on Social Protection Schemes implemented at the Union and state level for women and children in urban vulnerable communities
- Keeping updated on changing guidelines/regulations based on the schemes and allied benefits – creating summaries of schemes in Hindi/Marathi
- Building relationships with local officials affiliated to ministries/departments responsible for implementation of schemes with support from the coordinator to understand details
- Building capacities of programme teams to understand ground level operations of implementation of schemes – including training of community volunteers
- Assisting the coordinator in connecting programme teams to CSOs providing services on social determinants of health
- Coordinating internally to gather relevant data on uptake of schemes and services, challenges thereof and prepare summaries for related presentations
- Documenting challenges, achievements (case stories, best practices) and help with drafting written correspondence with relevant government departments/CSOs to communicate concerns or report outcomes
- Providing individual guidance for trouble shooting on challenges in accessing schemes/services and supporting programme teams accordingly
- Supporting internal review to assess uptake of schemes

BEHAVIOURAL COMPETENCIES

- Problem-solving ability
- Ability to multitask and work simultaneously on different projects
- Working effectively through established systems, procedures and people interactions to get work done
- Communication and facilitation skills
- Educational qualification: At least 2 years of experience and excellence with written documentation and reviewing drafts/policies
- Command over Marathi and Hindi (spoken and written) with functional competency in English

CRITICAL TRAITS

- Empathy
- Problem solving
- Methodical and disciplined
- Open to learning from all contexts
- Able to work effectively through established systems, procedures and people interactions to get work done

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