

## **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 anaemia, and gender-based violence— key determinants of health equity for families and communities.

## **ABOUT THE PROGRAM**

The Public System Partnership Program partners with seven municipal corporations namely Mumbai, Thane, Kalyan Dombivali, MiraBhayander, Vasai Virar, Bhiwandi Nizampur and Ulhas Nagar covering Mumbai Metropolitan Region and peri urban and rural areas namely Ambarnath-Badlapur, Kalyan, Bhiwandi and Palghar, and recently initiated the work in Nashik district. The main purpose is to impact Maternal and Child health indicators in vulnerable population.

The Public System partnership program has extensively worked with the municipal corporations to initiate and sustain a formal emergency maternity referral system and strengthen the Antenatal Care provisions at Primary health Centres for mothers and newborns, focusing on improving the status of maternal and neonatal health services. Along with the system-strengthening component, community mobilization and building community ownership was also given high priority. With the purpose of improving community participation, Community Health Committees were formed in the vulnerable locations and gradually converted them to Mahila Arogya Samitis, making them more formalized as part of National Health Mission. As a part of program sustainability, all the Mahila Arogya Samitis (MAS) were handed over to the ASHA workers and their capacities were build to monitor the MAS processes. The program has been working in Bhiwandi Nizampur Municipal Corporation (BNMC) since 2016-17 for strengthening maternal referral and primary care service delivery, focusing on ensuring quality Antenatal care services to the women at Urban Primary health Centres. Going ahead the program is planning to implement an in-depth ASHA mentoring project for all ASHAs of BNMC to improve the health outcomes of the community and tackle on-ground challenges the system faces in service delivery.

## ABOUT THE ASHA MENTORING PROJECT:

The objective is to mentor ASHAs in order to enhance their knowledge, skills, and confidence to perform their roles efficiently, ensuring quality in community-based health interventions, ultimately contributing to a more responsive health system.

ASHA Group Mentoring Initiative will be designed and implemented for around 390 ASHAs across 20 UPHCs in BNMC with the objective of enhancing their knowledge, skills, and overall performance. This initiative will focus on providing continuous guidance, on-the-job support, and peer learning opportunities to strengthen their capacity in community outreach, health education, and other responsibilities their role encompasses. Regular group mentoring sessions will be conducted UPHC wise which will help identify challenges, recognize good practices, and foster motivation among ASHAs through peer learnings. Ultimately, the mentoring program aims to build a more confident, competent, and proactive ASHA workforce committed to improving community health outcomes.

### ***“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](http://www.snehamumbai.org) and follow us on:

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## PROFILE SNAPSHOT

### Designation: Community Organizer

- ✚ **Role:** The Community Organizer will conduct structured group mentoring sessions with ASHAs to strengthen their skills, improve service delivery, and enhance community-level health outcomes. The role emphasizes supportive supervision, continuous capacity building, and facilitating problem-solving through regular group interactions.
- ✚ **Educational Requirement:** HSC Degree
- ✚ **Experience:** 1-3 years' work experience in the social sector, with experience of working with Urban Primary Health Centers (UPHCs) and ASHAs. Experience related to mentoring skills will be preferred.
- ✚ **Location:** Bhiwandi
- ✚ **Reports to:** Program Officer
- ✚ **Apply:** Applications are to be sent via email to [lakhvinder.kaur@snehamumbai.org](mailto:lakhvinder.kaur@snehamumbai.org) with the Subject line: “Community Organizer”
- ✚ **Date of publishing:** 27<sup>th</sup> April 2026

## DUTIES & RESPONSIBILITIES

### 1. Program Planning and Implementation

- Develop a structured plan for ASHA group mentoring sessions UPHC and group wise
- Prepare session plans, agendas, and learning materials based on identified gaps and field needs
- Conduct regular, participatory group mentoring sessions
- Find out areas of improvement in ASHAs' work and give support based on those gaps
- Support ASHAs in translating knowledge into field-level actions and improved service delivery
- Monitor implementation of action points discussed during mentoring sessions

### 2. Collaboration with UPHC staff

- Work closely with UPHC Medical Officers, PHN, ANMs, and ASHAs for coordinated planning of mentoring activities.
- Participate in UPHC review meetings and share insights from ASHA mentoring sessions
- Facilitate communication between ASHAs and UPHC staff to address field-level challenges
- Provide feedback to UPHC teams on ASHA performance, challenges, and support needed

### 3. Documentation

- Maintain detailed records of all mentoring sessions, including attendance, topics covered, key discussion and action points
- Document challenges faced by ASHAs and actions taken or recommended
- Ensure error-free data entry in the CommCare app
- Ensure preparation of a monthly case story

**CRITICAL TRAITS:**

- Oral & written command over Hindi and Marathi
- Knowledge of ASHA roles, responsibilities, and incentives
- Experience of working with smaller groups
- Empathy and Patience – Understands challenges faced by ASHAs and supports them calmly
- Responsibility and Accountability – Takes ownership of work and follows through on tasks.
- Positive Attitude – Remains motivated and encourages others even in challenging situations.
- Adaptability – Adjusts approach based on field realities and different learning needs
- Initiative – Proactively identifies issues and takes action without waiting for instructions
- Integrity – Maintains honesty in reporting and interactions

**BEHAVIOURAL COMPETENCIES:**

- Interpersonal and Communication Skills
- Facilitation and Group Management
- Problem-Solving and Critical Thinking
- Collaboration and Coordination

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