

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

SNEHA - Aahar Program, focuses on improving the health and nutritional status of women and children in vulnerable urban communities. It works across multiple models, including SNEHA Fellow- Dharavi, Sahyog - Dharavi, Sankalp - Turbhe, and Samarth – FN Ward Wadala, to ensure comprehensive maternal and child health and nutrition (MCHN) support. The program emphasizes strengthening community-based systems through trained community volunteers and frontline workers. In Dharavi, it adopts both low-touch (SNEHA Fellow) and hybrid approaches (Sahyog) to reach large populations effectively. In Turbhe, the Sankalp model focuses on early childhood development for children aged 0–5 years. The Samarth model strengthens government systems by mentoring frontline workers for better service delivery. The program promotes community engagement, awareness, and behavior change for improved health practices. It ensures better access to services such as immunization, ANC/PNC care, nutrition, and family planning. Regular monitoring, capacity building, and data-driven interventions are key components of the program. Overall, the Aahar Program aims to create sustainable impact by strengthening both community and government systems.

ABOUT THE PROJECT

The SNEHA Aahar Samarth “Enhancing Collaboration with Public Health (BMC) and Nutrition Systems (ICDS) to Improve Health of Women and Children in Mumbai” is a three-year initiative (April 2025–March 2028) implemented in the F/North ward targeting vulnerable populations in urban informal settlements. Aimed at improving maternal and child health and nutrition outcomes, the project will directly benefit over 46,000 individuals—including pregnant women, children under five, frontline workers, and married women of reproductive age—and indirectly reach around 400,000 people. It focuses on strengthening collaboration with public systems like BMC and ICDS, building the capacity of frontline health workers, ensuring better service delivery, and engaging the community through volunteers and group meetings. Key goals include increasing immunization, improving antenatal care and nutrition, promoting family planning, reducing malnutrition, and enhancing the performance and accountability of Anganwadi and health systems.

“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 involves mentoring and handholding government health and nutrition FLWs, facilitating community group formation, and collaborating with NGOs and stakeholders to strengthen maternal and child health services. It also includes maintaining effective documentation
- ✚ **Educational Requirement:** Graduate / MSW
- ✚ **Experience:** Relevant experience of at least 3- 5 years in the social/Public Health sector.
- ✚ **Location:** F North ward Mumbai
- ✚ **Reports to:** Program Coordinator
- ✚ **Apply:** Applications are to be sent via email to lakhvinder.kaur@snehamumbai.org with the Subject line: “**Program Officer**”
- ✚ **Date of publishing:** 28th April 2026

DUTIES & RESPONSIBILITIES

- Coordinate with the Health Department and ICDS to plan immunization sessions, ensure due list preparation, and achieve full coverage
- Support and monitor AWWs in mobilizing beneficiaries, especially migrant and missed children, for immunization services.
- Ensure quality home visits through regular supervision, joint visits, and gap identification in service delivery.
- Track and monitor maternal and child health data, including ANC, PNC, immunization, and growth monitoring through Poshan Tracker.
- Identify and support high-risk pregnant women and ensure timely registration, follow-up, and service linkage. Strengthen capacity of AWWs, ASHAs, and community volunteers through regular mentoring, trainings, and field guidance.
- Facilitate community engagement through group formation, awareness sessions, UHND participation, and addressing myths and reluctance.
- Ensure effective coordination between AWW–ASHA–ANM – ICDS Supervisors and support referral services, follow-ups, and convergence meetings.
- Monitor program implementation through regular review meetings, data validation, documentation, and action planning.
- Promote family planning, nutrition services, and community-based interventions while ensuring active involvement of community volunteers.
- Meeting with AWW/ICDS Supervisors/AMO/PHN/ ANM/PC/APD for sharing regular feedback
- Track field activities and document progress regularly.
- Participate in data reviews and planning meeting with UPHC and ICDS.
- Share updates and challenges with supervisors for follow -up action
- Incorporate all information in the monthly report, Submission of work details via monthly report, quarterly report Ensure timely data entry on CommCare and submission of monthly reports and presentations, highlighting key achievements, challenges faced, and support required.
- Ensure submission of one case story each month by the 15th.

CRITICAL TRAITS:

- Being able to speak, understand, write and read English, Hindi and Marathi.
- Self - starting and self - monitoring abilities.
- Comfortable and willing to work in a team, community, health and nutrition systems.
- Expected minimum 7 hours of field work

BEHAVIOURAL COMPETENCIES:

- Demonstrates a collaborative and growth mindset, with a strong eagerness to take initiative.
- Effective Communication, personal and interpersonal skills
- Ability to manage change and diversity
- Enthusiasm for community engagement
- Sound values and work ethics

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