

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, four rural areas namely Ambarnath-Badlapur, Kalyan, Bhiwandi and Palghar, and also Nashik district. The main purpose is to impact Maternal and Child health indicators in urban slums. Brihanmumbai Municipal Corporation (BMC) and SNEHA have partnered in initiating and sustaining a formal referral system for mothers and newborns and focusing on improving the status of maternal and neonatal health services. Along with the system strengthening component, community mobilization was also given high priority. With the purpose of improving community participation Community Health Committees were formed in the vulnerable locations and efforts are in process to convert these groups into MAS. The program has been working in Bhiwandi Nizampur Municipal Corporation (BNMC) since 2016-17 for strengthening maternal referral and primary care service delivery, in addition an in-depth ASHA mentoring project for all ASHAs of BNMC will be initiated to improve the health outcomes of the community and tackle on ground challenges system face in service delivery.

ABOUT THE ASHA MENTORING PROJECT:

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 19 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 and follow us on:

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	@snehamumbai

PROFILE SNAPSHOT

Designation: Program Officer

-  **Role:** The Program Officer supports implementation of project activities, working closely with UPHC staff, ASHAs, and the field team to improve service delivery. The role also involves coordinating trainings, ensuring documentation and data management, and supporting field staff supervision.
-  **Educational Requirement:** Graduate degree
-  **Experience:** At least 5-10 years’ work experience in the social sector, with experience of working with Urban Primary Health Centers (UPHCs) and ASHAs preferred. Experience related to mentoring skills will be preferred.
-  **Location:** Bhiwandi
-  **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:** 22nd April 2026

DUTIES & RESPONSIBILITIES

1. Program Planning and Implementation

- Planning and implementing project activities in coordination with Program Coordinator (PC) and field team
- Planning and organizing trainings of the Urban Primary Health Centers (UPHC) staff and ASHAs
- Assisting PCs in arranging regional referral meetings.
- Supporting PC in establishing referral linkages between UPHCs, PHCs and Sub District Hospital
- Any other role assigned by the program Coordinator.

2. Collaboration and Capacity building of health facilities staff

- Building and sustaining effective rapport with different stakeholders including corporation, health facilities staff and ASHAs.
- Capacity building of the health facility staff and ASHAs.
- Conducting periodic meetings with Urban Primary Health Centre (UPHC) staff and ASHAs to plan the strategies to improve the indicator for health post services.
- Visit to Sub District Hospital to understand referral documentation status and challenges.
- Mentoring of the point person of IGMH hospital to ensure streamlining of referral processes.
- Advocacy with higher health officials to ensure smooth functioning of the program implementation.
- Ensuring sustenance of the MAS groups through regular meetings with corporation office staff.

3. Team Monitoring

- Supporting the Cos in group mentoring of ASHAs.
- Supervision and capacity building of the field staff and constant support and guidance for the activities.
- Trouble shooting at the facility level and community level.
- Planning and conducting regular meetings of the field staff.
- Ensuring timely completion of all the activities and its error free data entry into comcare.

4. Documentation

- Maintaining documentation related to all the activities and trainings, example – monthly descriptive reports, case stories, meeting minutes etc.
- Assisting PCs in collating data for periodic reports for funders, Municipal Corporation officials and for internal circulation
- Ensure accuracy in the data and data management

CRITICAL TRAITS:

- Oral & written command over Hindi, Marathi; working knowledge of English

- MS Office skills are necessary, with good documentation and reporting skills
- Ability to work independently in field settings
- Resilience and ability to handle challenges on the ground
- Ethical approach and integrity in work
- Time management and ability to meet deadlines
- Detail-oriented with focus on quality
- Willingness to travel and work in community settings

BEHAVIOURAL COMPETENCIES:

- Strong communication, facilitation and interpersonal skills
- Stakeholder engagement and relationship building
- Problem-solving and troubleshooting ability
- Leadership, team supervision, planning and organizational skills

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