

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

Maternal and Child Health – Strategy and Implementation (MCH-SI) – Building Bridges is a direct intervention program working in 10,000 households in Bhiwandi since 2016, in collaboration with the public health and nutrition systems. It spans 12 intervention areas, covering 5 health posts and the Indira Gandhi Memorial Hospital.

The program aims to improve the health and nutrition of women and children in underserved urban communities, focusing on:

Married Women of Reproductive Age (19–49 years): antenatal/postnatal care and family planning counseling.

Children (0–6 years): immunization, nutrition, home-based care for low-birth-weight babies, breastfeeding support, and management of infectious diseases.

The MCH team, frontline workers, and volunteers conduct home visits, counseling, and community awareness drives (street plays, exhibitions, campaigns) on breastfeeding, complementary feeding, immunization, and hygiene. They also strengthen the public health system through immunization camps, volunteer training, and capacity building of ICDS Sevikas and ASHAs.

“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:** Planning and implementing project activities in coordination with Program Coordinator (PC) and field team. Building and sustaining effective rapport with different stakeholders including health facilities staff and community members.
- Educational Requirement:** Graduation
- Experience:** Minimum 4 years of relevant experience in community development with any of the two of the thematic area (maternal & child health, family planning and working with social welfare dept of govt)
- Location:** Bhiwandi Nizampur City Municipal Corporation (BNCMC).Willingness to travel within Mumbai, Maharashtra and India and willing to participate for exposure visits in other states of India.
- Reports to:** Program Coordinator
- Apply:** Applications are to be sent via email to belinda.menezes@snehamumbai.org with the Subject line: “Program Officer”
- Date of publishing:** 08th May 2026

DUTIES & RESPONSIBILITIES

Field Coordination and Supervision

- Plan and conduct regular meetings with field staff.
- Planning, supervision and monitoring of field teams.
- Coordination and Liaoning with HP, Corporation and stakeholders.
- Coordinating with field teams for ensuring implementation of project activities.
- Supervise, monitor, and support implementation of project activities by the field team.
- Maintain and monitor field staff timesheets and ensure timely submission to HR & Administration.

Community Engagement & Mobilization

- Plan and organize large-scale community events and campaigns with innovative approaches.
- Build and sustain effective rapport with community members, health facilities staff, and other stakeholders.

Training & Capacity Building

- Plan and organize trainings for Health Post staff (Medical Officers, Community Health Volunteers, Link Workers).
- Capacity building of team and other stakeholders.
- Build the capacity of community organizers, health committees, and link workers.
- Assist PCs in planning and conducting trainings for maternity home and peripheral hospital staff.

Program Monitoring & Quality Improvement

- Conduct periodic ANC clinic observations and feedback meetings with Health Post staff, Link Workers, and beneficiaries to strengthen access to services.
- Troubleshoot challenges at both facility and community levels.

Referral & Stakeholder Coordination

- Support PCs in establishing referral linkages between Health Posts and maternity homes.
- Assist in arranging regional referral meetings.
- Coordinate and liaise with Health Posts, the Municipal Corporation, and other stakeholders.

Reporting & Documentation

- Assist PCs in collating data for periodic reports for funders, Municipal Corporation officials, and internal circulation.
- Maintain comprehensive documentation of project activities, trainings, events, and meetings.
- Ensure proper implementation of protocolled meetings, events, and activities as per the approved budget.
- To take daily reports from community organizers.
- Managing pictures and documents of meetings, activities and events timely.
- Crosschecking of data collected from system and ensure data entry in Commcare application.
- Documentation of project activities. Implementation of protocolled meetings with stakeholders, events, activities as per budget.

CRITICAL TRAITS:

- Interest in different themes like community development, maternal and new-born health, child health and nutrition and family planning.
- Belief in working with Government departments.
- Self-starting and self-monitoring abilities.
- Willingness to learn new schemes and skills.
- Ability to handle community issues.
- Flexibility in time management

BEHAVIOURAL COMPETENCIES:

- Fluency in English, Hindi and Marathi.
- Excellent MS Office skills (Word, Excel and PowerPoint).
- Familiarity with government systems, ministries, departments and informal settlements in Mumbai.
- Experience in training on maternal child health, government schemes and community development.
- Experience in documentation, quantitative and qualitative data interpretation.
- Experience in community mobilization.
- Negotiation skills.
- Ability to maintain role boundaries.
- Ability to handle system & community issues

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