

## **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**

Romila Palliative Care- - supports patients with life-limiting illnesses, primarily those with cancer. 'Romila' means 'heartfelt' and symbolizes the loving, compassionate and competent care that this project hopes to provide patients to enable them to live a life of dignity and hope through their illness. It will also support their family and care-givers to help them look after the patient better, with greater assurance and confidence.

## "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:

SNEHA - SOCIAL MEDIA HANDLES	
	<a href="https://www.instagram.com/snehamumbai_official">@snehamumbai_official</a>
	<a href="https://www.facebook.com/SnehaMumbai">https://www.facebook.com/SnehaMumbai</a>
	<a href="https://twitter.com/SNEHAMumbai">@SNEHAMumbai</a>
	<a href="https://www.linkedin.com/company/544355/">https://www.linkedin.com/company/544355/</a>
	<a href="https://www.youtube.com/@snehamumbai">@snehamumbai</a>

## PROFILE SNAPSHOT

**Designation:** Documentation Coordinator

**Role:** The Documentation Coordinator ensures accurate documentation, data management, and reporting of palliative care services, including patient care, home visits, and community activities. The role involves developing case stories, reports, and communication materials, supporting monitoring and evaluation, and coordinating with field and clinical teams. This function is essential for ensuring quality care, informed decision-making, and effective programme visibility.

**Educational Requirement:** MPhil/Master's /Public Health Research/MBA in Health Care or any affiliated stream

**Experience:** 5 years of experience of working in NGO. Urban community settings would be preferred

**Location:** Bandra

**Reports to:** Associate Program Director

**Apply:** Applications are to be sent via email to [belinda.menezes@snehamumbai.org](mailto:belinda.menezes@snehamumbai.org) with the Subject line: "Documentation Coordinator"

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## **CORE RESPONSIBILITIES**

### **1. Documentation:**

- Participating in programme sessions, events, and meetings, and documenting sessions, case stories, and programme-related activities.
- Capturing and writing case stories in coordination with staff.
- Assisting in designing and developing need-based concept notes and presentations for different purposes and media advocacy
- Preparing various types of reports e.g. Monthly reports, Quarterly Reports, six monthly reports, Annual Reports by compiling and analysing field reports and data
- Supporting APD/PD for writing funding/ grant proposals, research proposals, concept notes.
- Translating documents from English/ Marathi to Hindi and vice versa
- Preparing presentations for review meetings, funder reports, program presentations, external visitors
- Collecting resource material for the project, literature review
- Closely work with communications domain to seek support
- Developed Standard Operating Procedures (SOPs) for programme implementation.
- Feedback Documentation:  
Collect and document feedback from patients and caregivers to improve service quality.

### **2. IEC Material Development:**

- Exploring, updating and re-developing the existing training and IEC material with assistance of PC & APD. Designing and developing new material as per need.
- Proficiency in Canva for designing impactful presentations and creating visually appealing PPTs.

### **3. Others:**

- Activities in-line with documentation assigned by Associate Programme Director and Programme Director to fulfil programmatic outcomes and goals such as designing frameworks/strategies, literature review, compiling resource material for various advocacy meetings etc.
- Contributing to the overall SNEHA communication strategies, reports and media activities
- Report Daily to the Associate program director
- Update RPC – Google drive and maintain all the documentations systematically in the drive.

## **CRITICAL TRAITS**

- Effective communication, personal and interpersonal skills.
- Proven ability to manage the Documentation package independently
- Excellent writing skills in English and Hindi and a knack for storytelling through written words!
- Critical thinking & Basic research skills
- Self-motivation
- Familiarity of working with health department functionaries

## **BEHAVIOURAL COMPETENCIES**

- Demonstrable self-starting skills and ability to complete projects.
- Sound values and work ethics
- Excellent organizational and planning skills

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