

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

Maternal and Child Health – Building Bridges is a focused community intervention implemented across 10,000 households in three communities of Bhiwandi. The MCH Program has been operational in Bhiwandi since 2016, working directly with households and indirectly with the Bhiwandi-Nizampur Municipal Corporation (BNMC) across 12 intervention clusters, 3 Health Posts, and the Indira Gandhi Memorial Hospital.

The program works with married women in the reproductive age group (15–49 years), pregnant and lactating women, families requiring family planning counselling, and children under 6. Key areas include antenatal and postnatal care, newborn care, immunization, nutrition, growth monitoring, breastfeeding support, and early treatment-seeking.

Frontline workers conduct home visits, community events, behaviour-change sessions, and awareness activities, while collaborating with public health systems (BNMC, ICDS, ASHAs) to strengthen service uptake and quality. Capacity-building of community volunteers and government workers forms a core pillar of the intervention.

“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 Coordinator

-  **Role:** The Program Coordinator (PC) will oversee planning, implementation, and quality assurance of all program components. The PC will ensure seamless coordination across community engagement, system strengthening, capacity building, and project operations.
-  **Educational Requirement:** Master’s Degree in Social Work, Public Health, Development Studies, Psychology, or a related field from a recognized institution.
-  **Experience:** Minimum 5 years of experience in project planning and implementation.
-  **Duration-** 6 months Consultant role
-  **Location:** The program will entail daily and extensive travelling to the rural areas of Bhiwandi.
-  **Reports to:** Associate Program Director
-  **Apply:** Applications are to be sent via email to damini.pandey@snehamumbai.org with the Subject line: “Program Coordinator BBD- Bhiwandi”
-  **Date of publishing:** 24-Jun-26

COMPREHENSIVE OVERVIEW OF THE POSITION

The role requires strong leadership, field oversight, operational planning, documentation, and team development. The PC must be able to solve problems in dynamic community settings, respond quickly to emerging issues, and maintain robust communication channels with internal teams and external stakeholders. The coordinator reports for day-to-day implementation and overall project delivery.

CORE RESPONSIBILITIES

Specific Thematic Knowledge Required for the Role

- Strong understanding of Maternal and Child Health (MCH) concepts, including antenatal care, postnatal care, newborn care, immunization, nutrition, breastfeeding, growth monitoring, and family planning.
- Knowledge of community-based behaviour change approaches and counselling techniques for women, families, and caregivers.
- Familiarity with public health systems and schemes related to maternal and child health, including coordination with Urban Primary Health Centres (UPHCs), ICDS, ASHAs, and municipal health systems.
- Understanding of urban health challenges in informal settlements, including barriers to healthcare access, service uptake, and continuity of care.
- Exposure to data-driven program implementation, monitoring indicators, field reporting, and use of digital tools for supervision and tracking.

Preferred Program / Community / Stakeholder Management Exposure

- Prior experience managing community-based health or nutrition programs in urban informal settlements or low-resource settings.
- Experience supervising frontline workers, community volunteers, or outreach teams and ensuring quality implementation in the field.
- Demonstrated experience coordinating with government stakeholders such as Municipal Corporations, Health Posts, ICDS functionaries, ASHAs, ANMs, and hospital teams.
- Experience planning and conducting community events, group sessions, trainings, and awareness activities.
- Ability to manage multiple stakeholders including community leaders, families, public health officials, and internal cross-functional teams.
- Experience handling field-level problem solving, escalation management, and operational coordination in dynamic community settings.

Specific Intervention-Related Understanding Preferred

- Understanding of continuum-of-care approaches across pregnancy, childbirth, postnatal care, infancy, and early childhood.
- Familiarity with referral tracking, follow-up mechanisms, and strengthening linkages between communities and public health facilities.
- Understanding of nutrition-related interventions such as growth monitoring, complementary feeding, anaemia prevention, and breastfeeding promotion.
- Awareness of gender, equity, and social determinants affecting maternal and child health outcomes in vulnerable urban communities.
- Experience using community mobilization and behaviour change communication strategies to improve healthcare-seeking practices.
- Basic understanding of program documentation, dashboards, indicator tracking, and evidence-based review mechanisms to support implementation quality.

Program Implementation & Coordination

- Coordinate effectively between community teams, system-strengthening teams, and training functions to maintain convergence.
- Provide field oversight to ensure quality interactions, strong engagement with families, and adherence to program protocols.
- Ensure all referrals, follow-ups, and linkages with health facilities are completed and documented.
- Conduct regular reviews with team members to track progress, troubleshoot challenges, and ensure milestone achievement.

Monitoring, Learning & Reporting

- Track program indicators, review data regularly, and support improvement measures.
- Ensure accurate and timely documentation across all program components.
- Support evaluation activities, internal audits, and learning workshops.
- Promote the use of digital tools for monitoring and field supervision.
- Ensure robust documentation, including reports, data tables, presentations, and dashboards.

Finance, Human Resources & Administration

- Prepare monthly activity plans and budgets.
- Manage project budgets and ensure adherence to financial guidelines.
- Ensure timely submission of vouchers, bills, and accounting documentation.
- Lead team recruitment processes when required.
- Train, mentor, and supervise team members; conduct performance appraisals.
- Identify skill gaps and ensure ongoing capacity-building of staff.

Shared Responsibilities of Senior Team Members

- Team planning and actively participating in strategy discussions, and review processes.
- Proactively contribute to organizational learning, documentation, and knowledge-sharing.
- Support cross-functional collaborations and represent the program when required.

CRITICAL TRAITS

- Ownership and initiative
- Adaptability and flexibility
- Integrity and ethical conduct
- Commitment to equity and inclusion
- Respect for diversity
- Results orientation
- Learning agility and openness to feedback
- Sensitivity in community settings
- Discipline and professionalism
- Problem-solving mindset

BEHAVIOURAL COMPETENCIES

Communication & Relationship Management: Excellent interpersonal communication stakeholder collaboration and partnership building, ability to work with varied groups

Leadership & Management: Team management and supervision, mentoring and coaching, delegation of responsibilities, accountability tracking

Planning & Execution: Strong implementation and planning skills, delivering results within timelines, managing resources and budgets, Prioritization and execution

TECHNICAL/FUNCTIONAL COMPETENCIES

Public Health & Program Management: Experience in community-based health programs, experience coordinating with public health systems

Digital & Technology Skills: Use of technology in field operations, troubleshooting digital tools, MS Office proficiency (Excel, Word, PowerPoint)

Training & Capacity Building: Training facilitation skills, knowledge transfer and capacity building

Documentation & Reporting: Documentation skills, reporting and record management

Language Proficiency: Fluency in English and Hindi, local language proficiency (preferred)

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