

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

Nurturing Care Model (Hybrid Intervention Project)

To improve the health and nutritional status of children less than 3 years of age and pregnant women by building resilient communities, developing volunteers to take collaborative actions, and strengthening the responsiveness of system stakeholders to deliver MCH outcomes in the vulnerable urban settlements of Malvani, Malad West.




“Nurturing care” Intervention model addresses planned parenthood, maternal health and nutrition, sexual and reproductive health, child health, development and nutrition and prevention of violence against women and children for improved health and nutrition status of children through a continuum of care approach. Program works on an integrated life cycle approach that addresses critical first 1000 days’ period, the period from the start of a mother’s pregnancy through her child’s second birthday with an extension of children in the age group from 2 to 3 years. To ensure sustainability and continuity of its work, SNEHA works closely with the Integrated Child Development Services scheme as well as with the hospitals and health systems of the Municipal Corporation to achieve its 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 will be responsible for ensuring the effective implementation of program activities and achievement of key outcomes across child health and nutrition, development, maternal and new born health, family planning, and prevention of violence against women and children.
-  **Educational Requirement:** Master's degree or Graduate degree in Social Work, Public Health, Sociology, Nutrition and Dietetics, or a related field.
-  **Experience:** Minimum 3 years of relevant experience in community-based maternal and child health, nutrition, child development, or related programs.
-  **Location:** Azmi Nagar, Malwani
-  **Reports to:** Program Coordinator
-  **Apply:** Applications are to be sent via email to belinda.menezes@snehamumbai.org with the Subject line: “Program Officer-Azmi Nagar, Malwani”
-  **Date of publishing:** 15-June-2026

COMPREHENSIVE OVERVIEW OF THE POSITION

Lead and oversee community-based health and development interventions to improve maternal and child health, nutrition, family planning outcomes, and prevention of violence against women and children through effective program implementation, team management, stakeholder engagement, and data-driven monitoring.

DUTIES & RESPONSIBILITIES

Program Management & Implementation

- The Program Officer – Intervention will lead a team of 3–4 Community Organizers (COs) and 70–90 unpaid community volunteers, with support from the Program Coordinator.
- Plan, implement, monitor, and review program activities to achieve key deliverables and outcome indicators.
- Ensure quality execution of field interventions and achievement of monthly targets.
- Manage centre-level budgets and support adherence to program guidelines.
- Monitor referrals and follow-up support for high-risk and vulnerable beneficiaries.

Team Leadership & Capacity Building

- Supervise and provide supportive guidance to Community Organizers.
- Conduct training and capacity-building sessions for staff, frontline workers, and community volunteers.
- Support recruitment, engagement, motivation, and retention of community volunteers.
- Foster team performance, accountability, and continuous learning.

Community Engagement & Mobilization

- Mobilize and strengthen community volunteer groups to enhance participation and community ownership.
- Promote community awareness and participation in health, nutrition, and protection initiatives.
- Strengthen community linkages with available services and support systems.

Stakeholder & Government Coordination

- Coordinate with government departments, healthcare facilities, NGOs, and community leaders.
- Facilitate referrals and strengthen service delivery networks.
- Build partnerships to improve access to health, nutrition, and social welfare services.

Monitoring, Reporting & Documentation

- Develop monthly work plans and track field-level implementation.
- Review program data, identify trends and gaps, and support evidence-based decision-making.
- Ensure timely data management, documentation, and reporting.
- Document and disseminate best practices, innovations, case studies, and program achievements.

BEHAVIOURAL COMPETENCIES

- Leadership & Team Management
- Stakeholder Engagement
- Planning & Execution
- Problem Solving & Decision Making
- Communication & Influencing
- Negotiation skills, critical thinking and planning

CRITICAL SKILLS

- Program Planning & Management
- Team Leadership & Supervision
- Community Mobilization
- Monitoring & Evaluation (M&E)
- Data Analysis & Reporting
- Stakeholder Engagement
- Government Liaison & Advocacy
- Capacity Building & Training
- Public Health & Nutrition Programs
- Volunteer Management
- Budget Management
- MS Excel, Word, PowerPoint, Digital Reporting Systems

DESIRABLE

- Familiarity with government systems, departments, and service delivery mechanisms, with a good understanding of informal settlements and community dynamics in Mumbai.
- Experience in community mobilization, volunteer engagement, and fostering community participation for program implementation.
- Knowledge of government health, nutrition, and social welfare schemes and systems, including ICDS, BMC/MCGM services, and referral mechanisms.

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