

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 DOMAIN

The SNEHA Knowledge Centre is an initiative to strengthen the health promotion and violence prevention ecosystem for women and children in India through the development, scaling and sharing of evidence-based solutions. The Knowledge Centre has operationalized three major components of its work: (1) The SNEHA Academy, (2) Partnerships and Scaling and (3) Collaborations and Outreach. SNEHA will offer online and offline courses, customized training and strategic advice to other partners. Through this hybrid centre (online and offline), SNEHA will work with various groups of government, civil society organizations, private sector, media and academic institutions to bring the issue of health promotion and violence prevention to the forefront. The digital platform will compile national and international resources, provide customized training packages, and enable collaborations, while the offline activities will include providing strategic advice and support to community-based organizations, incubating projects in violence prevention and health promotion and networking with different stakeholders in the space. This initiative draws upon SNEHA's expertise in the field of health research and programming over the last twenty-five years and is crucial to building system-wide collaborations and co-learning in the field of health promotion. We are looking for a committed and qualified candidate interested in coordinating the training component of the above-mentioned components of the SNEHA Knowledge Centre.

“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:

SNEHA - SOCIAL MEDIA HANDLES	
	@snehamumbai_official
	https://www.facebook.com/SnehaMumbai
	@SNEHAMumbai
	https://www.linkedin.com/company/544355/
	@snehamumbai

PROFILE SNAPSHOT

Designation: Consultant Counsellor

 **Role:** The role focuses on providing counselling and crisis intervention, providing technical support to facility-based counsellors, building the capacity of frontline health workers, coordinating survivor-centred care, and ensuring effective case management through collaboration with healthcare providers, public systems, and community-based services. The Consultant Counsellor promotes integrated, trauma-informed, and rights-based interventions to improve access to quality support services for survivors.

 **Educational Requirement:** MSW with a Diploma in Counselling preferable

 **Experience:** Minimum 3–5 years of experience in counselling and case management, preferably in the areas of violence against women and children (VAWC), gender-based violence (GBV), mental health, or psychosocial support.

 **Location:** This role requires to coordinate and strengthen the VAWC component in health system and public system across MBMC and VVCMC

 **Reports to:** Program Director

 **Apply:** Applications are to be sent via email to belinda.menezes@snehamumbai.org with the Subject line: “**Consultant Counsellor- Gender Based Violence**”

Date of publishing: 08th July 2026

COMPREHENSIVE OVERVIEW OF THE POSITION

The role involves coordinating survivor-centred counselling and case management, facilitating referrals and convergence with health, legal, social, and community-based services, and ensuring effective follow-up and documentation of cases. Working closely with healthcare providers, ASHAs, ANMs, public system representatives, and community stakeholders, the Consultant Counsellor will support the delivery of integrated, trauma-informed, and rights-based interventions that enhance survivor safety, recovery, and access to comprehensive support services while strengthening the quality and sustainability of the VAWC response within the health system.

DUTIES & RESPONSIBILITIES

Work Package 1:

Collaboration and capacity-building

- Work closely with facility-based/system counsellors to integrate VAWC counselling within routine health services through regular handholding and joint case work.
- Collaborate with healthcare providers (HCPs) and extended services to ensure comprehensive, survivor-centric care.
- Escalate and discuss crisis and complex cases with senior team members, while supporting counsellors through mentoring and periodic case audits.
- Support and co-facilitate training of ASHAs and ANMs on case identification and management.
- Ensure ASHAs effectively deliver secondary interventions and follow-up support.
- Conduct monthly meetings and capacity-building sessions with ASHAs, actively involving them in case work.
- Build ASHAs' capacity on VAWC response and basic ("barefoot") counselling skills.

Work Package 2

Planning and Implementation

- Develop joint, individualized care plans with system counsellors based on survivor needs.
- Plan and conduct community visits, home visits, and follow-ups, independently and in coordination with counsellors.
- Establish and strengthen referral networks with services such as de-addiction centres, skill-building agencies, One Stop Centres, NGOs, and community stakeholders.
- Facilitate convergence with public systems to ensure access to comprehensive support services.
- Document case updates and support counsellors to document cases
- Support coordinator to conduct regular feedback meetings with system counsellors and public system representatives to ensure quality intervention.

Counselling & Case Management Support

- Conduct regular follow-ups of existing cases, ensuring progress against mutually agreed goals with survivors.
- Support system counsellors in providing psychoeducation and individual counselling, enabling survivors to understand their situation, build coping mechanisms, and improve well-being.
- Conduct joint risk assessments for violence and suicide, and develop immediate and long-term safety and care plans.
- Facilitate joint family counselling sessions and joint meetings to support recovery, including medication adherence where required.
- Act as a liaison between survivors and families, ensuring effective communication, sensitization, and sustained support for recovery and follow-up.

CRITICAL TRAITS:

- Empathetic, compassionate, and survivor-centred approach.
- High level of integrity, professionalism, and ethical practice.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Strong commitment to community development, gender equality, and safeguarding principles.
- Resilient, adaptable, and able to work effectively in challenging community settings.

BEHAVIOURAL COMPETENCIES:

- Experience working with public health systems, government institutions, or community-based programmes.
- Demonstrated ability to coordinate with multiple stakeholders, including healthcare providers, government departments, NGOs, and community-based organizations.
- Experience in conducting training, mentoring, and capacity-building programmes for frontline workers, volunteers, and service providers.
- Experience in crisis intervention, risk assessment, safety planning, and survivor-centred case management.
- Strong documentation, reporting, and case record management skills with attention to accuracy and confidentiality.
- Excellent communication, facilitation, interpersonal, and collaboration skills.
- Ability to work independently, manage multiple priorities, and contribute effectively within multidisciplinary teams.

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