

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

Healthy Cities Program implements 3 separate intervention models in Malvani. Nurturing care model in Azmi Nagar, Community engagement model in NCC (New Collector's Compound area) and Immunisation project in Ambojwadi.

Nurturing Care Intervention Model, Azmi Nagar:

Project works towards facilitating an environment conducive to optimum growth and development of children in informal urban settlements of P North Ward of Mumbai. **“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. The program works on an integrated life cycle approach that addresses the 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. This project also provides counselling, psychosocial support, crisis intervention, case management, safety planning, and referral services to survivors of gender-based violence and other vulnerable individuals at the individual, family, and community levels. Lead violence prevention and gender-transformative interventions through community volunteers, Sanginis, women's groups, and stakeholders by building awareness, strengthening community support systems, and promoting gender equity and violence-free communities.

“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: Consultant Program Officer- Counselling

-  **Role:** Responsible for community engagement, stakeholder coordination, and supporting GBV program implementation, including volunteer management, capacity building, case support, and documentation.
-  **Educational Requirement:** MSW, MA in SW, MA in Counselling
-  **Experience:** At least 5 years’ work experience with NGO.
-  **Location:** Malwani
-  **Reports to:** Program Coordinator-Counselling
-  **Apply:** Applications are to be sent via email to belinda.menezes@snehamumbai.org with the Subject line: “Consultant Program Officer- Counselling”
- Date of publishing:** 07th July 2026

DUTIES & RESPONSIBILITIES

1. Counselling & Case Management

- Provide individual, family, group, and community-based counselling on gender-based violence (GBV), mental health, psychosocial well-being, and crisis intervention.
- Conduct needs assessments, develop intervention plans, provide crisis counselling and emotional support, and facilitate referrals to appropriate services.
- Manage survivor cases through safety planning, follow-up counselling, referrals, and coordination with service providers to ensure holistic care and recovery.

2. Community Mobilization & Capacity Building

- Plan and facilitate awareness sessions, support groups, and community interventions on mental health, gender equality, and violence prevention.
- Identify, mobilize, mentor, and engage Sanginis (community volunteers) to support health, nutrition, and GBV initiatives.
- Build and strengthen Sangini and women's groups through regular meetings, mentoring, training, and capacity-building activities.
- Train Sanginis on GBV prevention, survivor support, case management, and community-based interventions.
- Ensure Sanginis effectively deliver secondary interventions and support survivors through referrals and case management.

3. Stakeholder Coordination & Partnership

- Coordinate with health facilities, ICDS, police, NGOs, CBOs, youth groups, and other stakeholders to strengthen referral systems and community interventions.
- Participate in stakeholder meetings, team discussions, and community engagement activities to support effective program implementation.

4. Documentation, Reporting & MIS

- Maintain accurate counselling records, case documentation, and timely data entry in CommCare and physical registers.
- Coordinate with and train Sanginis on the use of CommCare and other digital reporting tools.

5. Program Implementation & Organizational Responsibilities

- Collaborate with internal teams and external stakeholders to achieve program objectives while upholding organizational values.
- Undertake additional responsibilities as assigned to support effective program implementation and maximize community impact.

BEHAVIOURAL COMPETENCIES:

- Flexibility in time management.
- Ability to read, write, and communicate effectively in English, Hindi, and Marathi.
- Excellent interpersonal, communication, presentation, and writing skills.
- Experience in documentation and interpretation of quantitative and qualitative data

CRITICAL TRAITS:

- Non-judgmental attitude
- Empathy and survivor-focused intervention
- Maintain confidentiality
- Resourcefulness
- Ability to maintain role boundaries and manage assigned work effectively.
- Critical thinking and ability to make prompt decisions for program benefit.
- Accountability and ownership of responsibilities.
- Knowledge and understanding of GBV and Maternal and Child Health (MCH) issues.
- Capacity to plan, prioritize, and deliver tasks within timelines.
- Sound values and strong work ethics.

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