

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

The Public System Partnership Program partners with seven municipal corporations namely Mumbai, Thane, Kalyan Dombivali, Mira-Bhayander, Vasai Virar, Bhiwandi Nizampur and Ulhas Nagar covering Mumbai Metropolitan Region and peri urban and rural areas namely Ambernath-Badlapur, Kalyan, Bhiwandi and Palghar, and recently initiated the work in Nashik district. The main purpose is to impact Maternal and Child health indicators in vulnerable populations.

The Public System partnership program has extensively worked with the municipal corporations and councils to initiate and sustain a formal emergency maternity referral system and strengthen the Antenatal Care provisions at Primary health Centres for mothers and newborns, focusing on improving the status of maternal and neonatal health services. Along with the system-strengthening component, community mobilization and building community ownership was also given high priority. The program has expanded to Palghar (Bhatane, Parol, Kaman, Vareshwari PHCs) since 2023.

“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:** Build rapport with health system staff, community stakeholders and ASHAs, plan and organize program activities and trainings, Conduct training with ASHAS, support and supervise team in observing antenatal care clinics and other activities. Assisting supervisor in planning and coordination of trainings, Maintain program documentation and data.
- **Educational Requirement:** Graduation completed
- **Experience:** At least 5 years' work experience in the social sector, preferable experience in working with health sector and public health system.
- **Location:** Palghar (Kaman, Bhatane & Parol Primary Health Centre in Vasai Virar Region))
- **Reports to:** Program Coordinator
- **Apply:** Applications are to be sent via email damini.pandey@snehamumbai.org with the Subject line: “Program Officer”

CORE DUTIES

1. Program Planning & Implementation

- Plan and implement project activities in coordination with the Program Coordinator and field team.
- Support the implementation of day-to-day field activities, including Mata Baithaks, joint visits, antenatal clinic observations, documentation, and data collection.
- Troubleshoot operational issues at the community and health facility levels to ensure smooth program implementation.
- Undertake additional responsibilities assigned by the Program Coordinator.

2. Capacity Building & Training

- Plan and conduct training programmes for ASHAs and community volunteers.
- Support the planning and coordination of training sessions for health facility staff, including doctors, ANMs, and GNMs.
- Build the capacity of Community Organizers, Health Committees, Jan Arogya Samitis, Community Health Volunteers, and ASHAs through regular mentoring and supportive supervision.
- Plan and facilitate regular meetings for field staff to review progress and strengthen implementation.

3. Community Mobilization & Stakeholder Engagement

- Build and maintain effective relationships with health facility staff, community volunteers, and other stakeholders.
- Facilitate the formation, strengthening, and active functioning of Jan Arogya Samitis to enhance community participation and stakeholder engagement.
- Coordinate and support regional referral meetings and Action Group meetings.
- Conduct networking and advocacy meetings with healthcare providers to strengthen service delivery at Primary Health Centres (PHCs).

4. Monitoring, Supervision & Quality Improvement

- Conduct regular monitoring visits to PHCs, sub-centres, hospitals, and communities to assess service delivery and identify opportunities for quality improvement.
- Monitor referral systems, documentation practices, and service delivery standards at health facilities.
- Provide on-site guidance and support to improve programme implementation and access to quality healthcare services.

5. Documentation, Data Management & Reporting

- Ensure accurate and timely data entry in CommCare and provide support to Community Organizers in digital data capture.
- Maintain programme documentation in line with organizational requirements.
- Assist in compiling quantitative and qualitative data for donor reports, government reporting, and internal programme reviews.

6. Financial & Administrative Support

- Monitor budget utilization in line with approved plans.
- Ensure timely submission of financial and administrative documentation as required.

CRITICAL TRAITS:

- Sensitive understanding of the community
- Ethical approach and integrity in work
- Empathy towards community issues
- Flexibility and adaptability
- Attention to details
- Negotiation skills.
- Trust worthiness

BEHAVIOURAL COMPETENCIES:

- Good command over and Hindi/Marathi and English.
- Readiness to travel to far of locations in the community and to all office locations.
- Effective training and communication skills
- Self-driven and an eagerness to take initiative
- Enthusiasm for community engagement and networking
- Sound values and work ethics
- Problem solving ability
- Critical Thinking

WORK REQUIREMENTS:

- Personal vehicle for travel.
- Experience working with the community volunteers and the health system.

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