

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

Public System Partnership

Empowerment, Health and Sexuality of Adolescent

Prevention of Violence against Women and Children

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 violence prevention against women and children—key determinants of health equity for families and communities.

ABOUT THE PROGRAM:

The Maternal and Child Health (MCH) – Building Bridges program is a focused community intervention implemented by SNEHA in Bhiwandi since 2016, directly reaching approximately 10,000 households across 12 intervention areas under three Health Posts and Indira Gandhi Memorial Hospital (IGMH), while also strengthening the public health system of BNMC. The program aims to improve the health and well-being of women and children living in vulnerable urban slum communities by addressing gaps in access to quality healthcare services. It works with married women of reproductive age (15–49 years), pregnant and postnatal women, couples requiring family planning counselling, and children aged 0–6 years, promoting antenatal and postnatal care, immunization, nutrition, early and exclusive breastfeeding, home-based care for low-birth-weight babies, and early identification and treatment of childhood illnesses. Through regular home visits, counselling, community awareness activities, street plays, exhibitions, and mass campaigns, MCH frontline workers promote healthy practices while also supporting the government health system through immunization drives, COVID-19 surveys, volunteer training, and capacity building of ICDS Sevikas, ASHAs, and other frontline health workers.

ABOUT THE PROGRAM ON PREVENTION OF VIOLENCE AGAINST WOMEN

SNEHA's Program on Prevention of Violence against Women and Children (PVWC) aims to develop high-impact strategies for the primary prevention of violence, ensure survivors' access to protection and justice, and empower women to claim their rights, mobilize communities towards zero tolerance for violence, and strengthen coordination with government systems through a convergence approach.

Violence against Women in Building Bridges – MCH

The Building Bridges – MCH program integrates violence against women prevention within its Reproductive, Maternal and Child Health (RMNCH) model across 10,000 households in Bhiwandi. Using a socio-ecological approach, the intervention promotes non-tolerance towards violence by engaging women, families, communities, and government stakeholders. The program focuses on the early identification of women survivors of violence and ensures timely referrals for counselling, crisis intervention, legal aid, and other essential support services.

The intervention is implemented through two key pillars:

- a. **Primary Prevention:** Community outreach, mass awareness campaigns, and workshops with women to promote discussions on gender, violence, and social norms while encouraging prevention and early help seeking.
- b. **Comprehensive Service Delivery:** Establishing referral pathways for counselling and support services for women experiencing violence, while strengthening linkages with government and non-government organizations to ensure coordinated and timely assistance.

“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: Female 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 five years' work experience with NGO.
-  **Location:** Bhiwandi
-  **Duration:** 6 months
-  **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:** 27th August 2026

COMPREHENSIVE OVERVIEW OF THE POSITION

CORE RESPONSIBILITIES

1. Counselling & Psychosocial Support

- Provide counselling at individual, family, group, and community levels for GBV, mental health, psychosocial well-being, and crisis situations.
- Conduct needs assessments, intervention planning, emotional support, crisis counselling, referrals, and follow-ups.
- Support survivors through case management, safety planning, counselling, and service coordination.
- Facilitate awareness sessions, support groups, and community-based mental health interventions.

2. Community Mobilization & Sangini Engagement

- Identify, profile, mobilize, and engage Sanginis/community volunteers on gender equality, violence prevention, health, nutrition, and GBV.
- Develop and strengthen a pool of volunteers to advocate, lead collective action, and sustain community initiatives.
- Form, strengthen, and sustain Sangini and women's groups through meetings, training, mentoring, follow-ups, and capacity building.

3. Capacity Building & Survivor Support

- Build the capacity of Sanginis and volunteers on GBV, case management, community interventions, and survivor support.
- Support Sanginis to deliver secondary interventions, referrals, and case management for GBV survivors.
- Provide ongoing mentoring and practical support to strengthen volunteer-led interventions.

4. Stakeholder Coordination & Convergence

- Coordinate with Health Posts, ICDS, Police, youth groups, CBOs, NGOs, and other stakeholders to strengthen community interventions and referral mechanisms.
- Participate in stakeholder meetings, team discussions, and community events to support program implementation and engagement.

5. Documentation, Data & Digital Reporting

- Maintain accurate counselling and casework records in CommCare and physical registers.
- Ensure timely data entry, documentation, follow-up, and updating of relevant modules.
- Support Sanginis with CommCare updates, digital applications, and reporting tools.

6. Teamwork & Program Support

- Work collaboratively with team members and stakeholders to ensure smooth implementation of program activities.
- Contribute to SNEHA's organizational culture, values, and program objectives.
- Undertake additional responsibilities as assigned to support effective program functioning and community impact.

BEHAVIOURAL COMPETENCIES

- Excellent interpersonal, communication, counselling, presentation, and writing skills
- Ability to engage effectively with communities and stakeholders
- Ability to work independently as well as collaboratively in a multidisciplinary team
- Flexibility in time management
- Ability to read, write, and communicate effectively in English, Hindi, and Marathi
- Experience in documentation, report writing, and case management
- Experience in documentation and interpretation of quantitative and qualitative data
- Basic computer proficiency in MS Office, Google Workspace, and data entry

CRITICAL TRAITS

- Non-judgmental attitude
- Empathy and survivor-focused intervention
- Ability to maintain confidentiality
- 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
- Capacity to plan, prioritize, and deliver tasks within timelines
- Sound values and strong work ethics
- Resourcefulness

DESIRABLE

- Knowledge and understanding of Gender-Based Violence (GBV) and Maternal and Child Health (MCH) issues
- Experience in counselling and community-based programs
- Prior experience working with vulnerable communities or in a public health/social development setting

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