

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 anemia, and gender-based violence— key determinants of health equity for families and communities.

ABOUT THE PROGRAM

SNEHA's Program on Prevention of Violence against Women and Children aims to develop high-impact strategies for primary prevention, ensure survivors' access to protection and justice, empower women to claim their rights, mobilize communities around 'zero tolerance for violence', and respond to the needs and rights of excluded and neglected groups. The Program prioritizes enhanced co-ordination of the state response to crimes against women through convergence approach that works with government and public systems to reinforce their role in assuring basic social, civil and economic security. Primary preventive interventions are carried out through community outreach programs and campaigns. Secondary interventions for survivors of violence are provided through a comprehensive service-oriented system.

"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: Program Coordinator – Counselling

-  **Role:** This role involves coordinating legal guidance for GBV survivors, managing legal aid clinics, ensuring the functionality of para-legal volunteers (PLVs), and collaborating with various stakeholders including the District Legal Services Authority (DLSA), public prosecutors, and protection officers.
-  **Educational Requirement:** A degree in law; Post graduate in law will be an advantage, legal experience in GBV or related areas is preferred.
-  **Experience:** Proven experience in legal coordination or advocacy, particularly within GBV contexts.
-  **Location:** Dharavi, Kurla and Govandi
-  **Reports to:** Associate Program Director
-  **Apply:** Applications are to be sent via email to damini.pandey@snehamumbai.org with the Subject line: “Program Coordinator - Counselling”

COMPREHENSIVE OVERVIEW OF THE POSITION

The Program Coordinator is responsible for ensuring the effective delivery of legal components within the SNEHA's gender-based violence (GBV) program in Dharavi, Kurla and Govandi. This role involves coordinating legal guidance for GBV survivors, managing legal aid clinics, ensuring the functionality of para-legal volunteers (PLVs), and collaborating with various stakeholders including the District Legal Services Authority (DLSA), public prosecutors, and protection officers. The Coordinator will also oversee community mobilization, project reporting, and manage finance and administrative functions.

CORE RESPONSIBILITIES:

1. Legal System Management:

- **Delivery of Legal Components:** Ensure the effective implementation of legal services in Dharavi and Govandi, including the coordination with health systems and satellite centers.
- **Legal Guidance:** Provide and oversee legal guidance to GBV survivors in all counseling centers. Offer advice and information on legal rights and options available to survivors. Provide or coordinate legal representation for survivors of GBV. This might include helping them navigate legal systems, such as filing restraining orders or pursuing legal action against perpetrators.

- **PLV Training:** Coordinate with DLSA to organize and facilitate PLV and refresher PLV training sessions in Dharavi and Govandi.
- **Legal Aid Clinics:** Work with DLSA to ensure the operation of legal aid clinics run by SNEHA in Dharavi, Govandi, SPGRC and Bhiwandi. Organize legal camps and events to enhance clinic visibility.
- **PLV Support:** Ensure PLVs deliver basic legal interventions and receive the necessary support.
- **Case Management:** Ensure proper guidance and litigation support for POCSO and sexual assault cases, including coordination with public prosecutors.
- **Collaboration:** Work with DWCD and protection officers for PWDVA cases, and with the police for GBV cases.
- **Documentation:** Maintain timely documentation of legal components and PLV activities. Update PLV modules as needed.
- **Policy and Representation:** Handle legal documentation with DWCD, DLSA, and policies related to the CS and HS teams. Represent SNEHA in NGO forums related to legal advocacy.
- **Trainings:** Training on laws related to women and children with different stakeholders like DWCD - anganwadi sevikas, CBO's, colleges and panel lawyers

2. Community Engagement:

- **Mobilization:** Coordinate and ensure effective community mobilization for campaigns, legal trainings, and community meetings.
- **Response Management:** Guide the team in providing prompt responses to GBV cases and ensure follow-up with PLVs and the community team.
- **Reporting:** Write project reports, oversee data entry, and analyze progress and implementation of legal projects.

3. Finance, Human Resources, and Administration:

- **Budget Management:** Prepare monthly activity plans and budgets, manage project budgets, and maintain financial accounts.
- **Accounting:** Ensure timely submission of vouchers and adherence to accounting timelines.
- **Staff Development:** Train, mentor team members to support their personal development and role effectiveness.
- **Supervision:** Oversee the human resources and administrative functions of the team.

Critical Traits

- Strong organizational and planning skills
- Analytical and problem-solving skills
- Experience in budget planning and financial management
- Experience in team supervision and coordination
- Knowledge of legal frameworks related to Gender-Based Violence (GBV), including laws protecting women and children
- Understanding of community mobilization and community engagement processes
- Knowledge of NGO operations, programme implementation, and reporting systems

Behavioural Competencies

- Strong verbal and written communication skills
- Leadership and people management
- Collaboration and teamwork
- Accountability and ownership
- Decision-making and sound judgment
- Stakeholder relationship management
- Empathy and sensitivity while working with vulnerable communities
- Adaptability and flexibility
- Conflict resolution and negotiation skills
- Ability to mentor, guide, and motivate team members

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