

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:

Our vision of the EHSAS Program is to enable the health and wellbeing of adolescents and youth, and transform them into healthy, gender-sensitive and responsible citizens. The program's focus is on: 1. Health, 2. Gender equality, 3. Sexuality, 4. Prevention of violence against women and children, 5. Participation

ABOUT THE PROJECT:

An important learning from our intervention has been that the program requires a long-term plan with creative strategies to sustain the interest of adolescents, and this helps to reduce the rate of attrition in the program.

The information provided through participatory group education sessions if coupled with interesting activities, wherein adolescents get an opportunity to explore precarious and unanswered questions, leads to self and peer learning. We also use information, communication and technology in our programme.

SNEHA's EHSAS Programme is now implementing SAFAR (Sustainable Adolescent Friendly systems to build Agency and Resilience) project in different areas in Mumbai, Navi Mumbai and Thane city with the following objectives:

- Expand the scope of a comprehensive adolescent health programme through schools to ensure management of mental health concerns, improvement in nutrition, improvement in knowledge on Sexual and Reproductive Health and Rights (SRHR)
- Engage and enable teachers and parents to become adolescent competent and improve their communication with young people
- Strengthen convergence of schools with Adolescent Friendly Health Clinics (AFHCs) in partnership with the public health system
- Build a well-informed citizenry of youth as Non-specialist Workers (NSWs) to provide psychosocial first aid to young people and enhance their agency

“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:

<u>SNEHA - SOCIAL MEDIA HANDLES</u>	
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PROFILE SNAPSHOT

Designation: Program Officer

- + **Role:** The Program Officer is a key field-level position responsible for facilitating group sessions with adolescents, parents, and teachers across schools and communities.
- + **Educational Requirement:** Bachelor's or Master's Degree (Social Work/Social Sciences/Allied)
- + **Experience:** At least 2-5 years' work experience in similar capacity, implementing community/school based projects with children and adolescents
- + **Location:** Navi Mumbai
- + **Reports to:** Program Coordinator
- + **Apply:** Applications are to be sent via email to belinda.menezes@snehamumbai.org with the Subject line: "Program Officer- Navi Mumbai"
- + **Date of publishing:** 28th August 2026

COMPREHENSIVE OVERVIEW OF THE POSITION

The role includes frontline programme delivery, identification and capacity-building of Non-Specialist Workers (NSWs – parents and youth), mentorship of Community Organizers, supervision of digital data collection, and regular reporting to ensure effective programme implementation.

CORE RESPONSIBILITIES

1. Program Delivery – Schools & Communities

- Conduct and support group education sessions with adolescents in schools and community settings, adapting facilitation approaches to diverse contexts while maintaining fidelity to approved session content and methodology.
- Conduct parenting modules and capacity-building sessions for parents/caregivers in community settings, encouraging active participation and meaningful engagement.
- Ensure timely delivery of programme sessions in accordance with project plans, quality standards and organizational guidelines.
- Support mobilization and participation of adolescents, parents/caregivers and other relevant community stakeholders in programme activities.

2. Monitoring, Observation & Field-level Technical Support

- Conduct structured observations of group sessions facilitated by Non-Specialist Workers (NSWs – youth and parent) using standardized tools/checklists and provide constructive feedback to strengthen session quality.
- Provide field-level guidance, mentoring and supportive supervision to Community Organizers and NSWs on facilitation skills, community outreach and day-to-day programme implementation.
- Monitor field-level implementation and identify gaps, challenges and areas requiring additional support.
- Work closely with Counsellors/Clinical Psychologists for case identification, referrals and follow-up, supporting the integration of mental health services within the programme.
- Organize and facilitate training sessions for Youth Volunteers in coordination with EHSAS staff to strengthen their knowledge, skills and programme delivery.

3. Stakeholder Engagement & Community/Public System Linkages

- Establish and maintain positive working relationships with school authorities, community leaders, local government representatives, health-post staff and partner organizations.
- Support linkages with relevant stakeholders and facilitate access to appropriate community resources and services.
- Coordinate and support community campaigns, awareness activities and events in collaboration with Community Organizers, volunteers and community stakeholders.
- Coordinate and support capacity-building sessions for health-post staff to strengthen their knowledge and skills as an **adolescent-competent workforce**.
- Support linkages between community-based adolescent interventions and relevant public health services.

4. Reporting, Documentation & Data Management

- Prepare and submit timely monthly progress reports covering programme activities, session delivery, field observations, stakeholder engagement and implementation updates.
- Maintain accurate records of attendance, sessions, field visits, trainings and other programme activities.
- Document case studies, success stories, field experiences and programme learnings.
- Compile and review routine programme data and highlight implementation gaps or emerging trends to the Program Coordinator.
- Support the Program Coordinator and M&E team in data validation, reporting and programme review processes.

5. Administrative & Organizational responsibilities

- Undertake routine administrative and coordination tasks required to support effective field operations.
- Ensure timely submission and maintenance of programme-related records and documentation.
- Participate in organizational meetings, events, trainings and initiatives as required.
- Contribute to other programme and organizational responsibilities assigned by the reporting manager.

BEHAVIOURAL COMPETENCIES

- Goal-oriented approach with a strong focus on achieving outcomes
- Effective team management and supervision
- Ability to work collaboratively with diverse stakeholders
- Sound judgement and decision-making in complex situations
- Collaboration and openness to inputs from colleagues and stakeholders

CRITICAL TRAITS

- Understanding of urban communities and youth-related issues
- Ability to plan and manage critical case interventions
- Ability to make budgets and manage/submit advances
- Ability to make decisions in the best interest of the adolescent
- Ability to seek relevant inputs for case planning and intervention

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