

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 - Aahar Program, focuses on improving the health and nutritional status of women and children in vulnerable urban communities. It works across multiple models, including SNEHA Fellow- Dharavi, Sahyog - Dharavi, Sankalp - Turbhe, and Samarth – FN Ward Wadala, to ensure comprehensive maternal and child health and nutrition (MCHN) support. The program emphasizes strengthening community-based systems through trained community volunteers and frontline workers. In Dharavi, it adopts both low-touch (SNEHA Fellow) and hybrid approaches (Sahyog) to reach large populations effectively. In Turbhe, the Sankalp model focuses on early childhood development for children aged 0–5 years. The Samarth model strengthens government systems by mentoring frontline workers for better service delivery. The program promotes community engagement, awareness, and behavior change for improved health practices. It ensures better access to services such as immunization, ANC/PNC care, nutrition, and family planning. Regular monitoring, capacity building, and data driven interventions are key components of the program. Overall, the Aahar Program aims to create sustainable impact by strengthening both community and government systems.

ABOUT THE PROJECT

The SNEHA Aahar Samarth “Enhancing Collaboration with Public Health (BMC) and Nutrition Systems (ICDS) to Improve Health of Women and Children in Mumbai” is a three-year initiative (April 2025–March 2028) implemented in the F/North ward targeting vulnerable populations in urban informal settlements. Aimed at improving maternal and child health and nutrition outcomes, the project will directly benefit over 46,000 individuals—including pregnant women, children under five, frontline workers, and married women of reproductive age—and indirectly reach around 400,000 people. It focuses on strengthening collaboration with public systems like BMC and ICDS, building the capacity of frontline health workers, ensuring better service delivery, and engaging the community through volunteers and group meetings. Key goals include increasing immunization, improving antenatal care and nutrition, promoting family planning, reducing malnutrition, and enhancing the performance and accountability of Anganwadi and health systems.

“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 Officer

-  **Role:** This role involves mentoring and handholding government health and nutrition FLWs, facilitating community group formation, and collaborating with NGOs and stakeholders to strengthen maternal and child health services. It also includes maintaining effective documentation
-  **Educational Requirement:** Graduate / MSW
-  **Experience:** Relevant experience of at least 3-5 years in the social/Public Health sector
-  **Location:** Wadala, F North Ward. Expected minimum 7 hours of field work
-  **Reports to:** Program Coordinator
-  **Apply:** Applications are to be sent via email to recruitment@snehamumbai.org with the subject line: “Program Officer- FNorth”

COMPREHENSIVE OVERVIEW OF THE POSITION

This role entails facilitating with government health and nutrition system various local stakeholders in the program and documentation of overall processes.

CORE RESPONSIBILITIES

Program Planning & Execution

- Coordinate with the Health Department and ICDS to plan immunization sessions, ensure due list preparation, and achieve full coverage.
- Support and monitor Anganwadi Workers (AWWs) in mobilizing beneficiaries, with a special focus on migrant and missed children.
- Promote family planning, nutrition services, and community-based interventions while ensuring active involvement of community volunteers.

Maternal & Child Health Services

- Ensure high-quality home visits through regular supervision, joint field visits, and identification of service delivery gaps.
- Identify and support high-risk pregnant women, ensuring timely registration, follow-up, and service linkages.
- Track and monitor maternal and child health data, including ANC, PNC, immunization, and growth monitoring via Poshan Tracker.

Capacity Building & Supervision

- Strengthen the capacity of AWWs, ASHAs, and community volunteers through regular field guidance, mentoring, and training sessions.
- Ensure effective coordination among AWW–ASHA–ANM and ICDS Supervisors to facilitate referral services, follow-ups, and convergence meetings.

Community Engagement & Advocacy

- Facilitate community engagement through group formation, awareness sessions, and active participation in Urban Health and Nutrition Days (UHND).
- Address community reluctance, myths, and misconceptions regarding healthcare services

Stakeholder Engagement & Coordination

- Lead regular feedback and alignment meetings with key stakeholders including AWW, ICDS Supervisors, AMO, PHN, ANM, PC, and APD.
- Participate in data review and strategic planning meetings with UPHC and ICDS teams.

Monitoring, Evaluation & Reporting

- Monitor program implementation through field activity tracking, regular review meetings, data validation, and actionable planning.
- Ensure timely data entry on CommCare and manage monthly/quarterly documentation highlighting achievements, challenges, and required support.
- Share real-time field updates and operational challenges with supervisors for prompt follow-up.
- Compile comprehensive monthly reports and submit at least one high-impact case story per month by the 15th.

CRITICAL TRAITS

1. Being able to speak, understand, write and read English, Hindi and Marathi.
2. Self - starting and self - monitoring abilities.
3. Comfortable and willing to work in a team, health and nutrition systems.

BEHAVIOURAL COMPETENCIES

1. Achievement mind-set and an eagerness to take initiative
2. Effective Communication, personal and interpersonal skills
3. Ability to manage change and diversity
4. Enthusiasm for community engagement
5. Sound values and work ethics

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