

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:

SNEHA's Program on Prevention of Violence against Women and Children (PVWC) 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 a convergence approach that works with government and public systems to reinforce their roles in assuring basic social, civil and economic security.

ABOUT THE PROJECT- SNEHA KNOWLEDGE CENTRE:

The Goal of VISHWAS project is to build resilient health systems and empower communities to prevent and respond to violence against women and young people through integrated survivor-centred services, community-led prevention strategies, and multi-sectoral support systems, thereby advancing the health, safety, and well-being of women and young people across the life course.

“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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	https://www.facebook.com/SnehaMumbai
	@SNEHAMumbai
	https://www.linkedin.com/company/544355/
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PROFILE SNAPSHOT

Designation: Program Officer- Counselling

-  **Role:** This role requires to coordinate and strengthen the VAWC component in health system and public system across MBMC and VVCMC
-  **Educational Requirement:** Master’s Degree (Counselling/Social Work/Psychology/any other masters in social science)
-  **Experience:** At least 3 years’ work experience in crisis counselling and intervention. Prior experience in working with survivors of gender-based violence is desirable
-  **Location:** HO- Santacruz, Work location- Mira Bhayander and Vasai Virar
-  **Reports to:** Associate Program Director
-  **Apply:** Applications are to be sent via email to recruitment@snehamumbai.org with the Subject line: “Program Officer- Counselling”
-  **Date of publishing:** 07th Sept 2026

COMPREHENSIVE OVERVIEW OF THE POSITION

CORE RESPONSIBILITIES

Work package 1: Collaboration and Capacity Building

- Work closely with facility-based/system counsellors to integrate VAWC counselling within routine health services through regular handholding and joint case work.
- Collaborate with healthcare providers (HCPs) and extended services to ensure comprehensive, survivor-centric care.
- Escalate and discuss crisis and complex cases with senior team members, while supporting counsellors through mentoring and periodic case audits.
- Support and co-facilitate training of ASHAs and ANMs on case identification and management.
- Ensure ASHAs effectively deliver secondary interventions and follow-up support.
- Conduct monthly meetings and capacity-building sessions with ASHAs, actively involving them in case work.
- Build ASHAs' capacity on VAWC response and basic ("barefoot") counselling skills.

Work package 2: Planning and Implementation

- Develop joint, individualized care plans with system counsellors based on survivor needs.
- Plan and conduct community visits, home visits, and follow-ups, independently and in coordination with counsellors.
- Establish and strengthen referral networks with services such as de-addiction centres, skill-building agencies, One Stop centres, NGOs, and community stakeholders.
- Facilitate convergence with public systems to ensure access to comprehensive support services.
- Document case updates and support counsellors to document cases
- Support coordinator to conduct regular feedback meetings with system counsellors and public system representatives to ensure quality intervention.

Work Package 3: Counselling & Case Management Support

- Conduct regular follow-ups of existing cases, ensuring progress against mutually agreed goals with survivors.
- Support system counsellors in providing psychoeducation and individual counselling, enabling survivors to understand their situation, build coping mechanisms, and improve well-being.
- Conduct joint risk assessments for **violence** and suicide, and develop immediate and long-term safety and care plans.
- Facilitate joint family counselling sessions and joint meetings to support recovery, including medication adherence where required.
- Act as a liaison between survivors and families, ensuring effective communication, sensitization, and sustained support for recovery and follow-up.

BEHAVIOURAL COMPETENCIES

- Interpersonal skills
- Ability to remain calm and composed in challenging situations
- Adaptability and resilience
- Basic proficiency in MS Office

CRITICAL TRAITS

- Empathy and sensitivity
- Ability to work effectively in stressful environments
- Understanding of issues related to violence against women
- Strong communication skills

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