

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 Public System Partnership Program partners with seven municipal corporations namely Mumbai, Thane, Kalyan Dombivali, MiraBhayander, Vasai Virar, Bhiwandi Nizampur and Ulhas Nagar covering Mumbai Metropolitan Region, four rural areas namely Ambernath-Badlapur, Kalyan, Bhiwandi and Palghar, and also Nashik district. The main purpose is to impact Maternal and Child health indicators in urban slums.

Brihanmumbai Municipal Corporation (BMC) and SNEHA have partnered in initiating and sustaining a formal referral system for mothers and newborns and focusing on improving the status of maternal and neonatal health services. Along with the system strengthening component, community mobilization was

also given high priority. With the purpose of improving community participation Community Health Committees were formed in the vulnerable locations and efforts are in process to convert these groups into MAS.

ABOUT THE PROJECT:

The objective is to support the public healthcare system to establish, streamline and sustain the maternal referral process in the public health facilities.

The proposed intervention aims to strengthen and streamline the maternal referral system in Nashik district to improve the maternal and newborn health outcomes. By strengthening coordination between Primary Health Centres, secondary, and tertiary facilities managed by the Municipal Corporation and State, it will support early identification of high-risk pregnancies and ensure that women are referred to the appropriate facility in a timely manner. Standardized referral documentation, strengthened communication and referral data use, and routine referral review mechanisms will support accountability and evidence-based decision-making. As a result, the intervention is expected to reduce delays, optimised utilization of secondary-level obstetric services by redistributing the load of normal and single high risk cases, improve continuity and quality of care, better coordination amongst the state and Municipal corporation administrators and providers and contribute to reductions in preventable maternal and newborn morbidity and mortality, while establishing a scalable referral model aligned with national priorities and Sustainable Development Goal 3: Ensure healthy lives and promote well-being for all at all ages.

“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: The Program Officer is responsible for supporting the effective implementation of project activities aimed at improving maternal health services and strengthening the referral system. The officer will work closely with higher health facilities of Nashik Municipal Corporation and state health facilities including selected PHCs to ensure better coordination, service delivery, and continuity of care for beneficiaries.

Educational Requirement: Graduate degree

Experience: At least 3-5 years' work experience with government health facilities, municipal corporation hospitals. Experience related to Maternal & Child Health will be preferred

Location: Nashik

Reports to: Program Coordinator

Apply: Applications are to be sent via email to recruitment@snehamumbai.org with the subject line **"Program Officer- Nashik"**

COMPREHENSIVE OVERVIEW OF THE POSITION

The Program Officer will coordinate the planning and implementation of project activities with the Program Coordinator, while building and maintaining strong relationships with higher health facilities of Nashik Municipal Corporation, state health facilities, and other key stakeholders to strengthen service delivery. The role includes visit to hospitals, UPHC in Nashik municipal corporation and primary healthcare centers (PHCs), rural and sub-district hospitals, and will support and monitor the implementation of maternal health and referral system activities across facilities, ensuring effective coordination and smooth referral communication. The Program Officer will ensure proper documentation, data management, and reporting, while troubleshooting challenges at facility.

CORE RESPONSIBILITIES

Program Planning and Implementation

- Planning and implementing project activities in coordination with Program Coordinator (PC) and field team
- Planning and organizing trainings of the Urban Primary Health Centers (UPHC) staff and ASHAs
- Assisting PCs in arranging regional referral meetings.
- Supporting PC in establishing referral linkages between UPHCs, PHCs and Sub District Hospital
- Any other role assigned by the program Coordinator.

Collaboration and Capacity building of health facilities staff

- Building and sustaining effective rapport with different stakeholders including corporation, health facilities staff and ASHAs
- Capacity building of the health facility staff and ASHAs.
- Conducting periodic meetings with Urban Primary Health Centre (UPHC) staff and ASHAs to plan the strategies to improve the indicator for health post services.
- Visit to Sub District Hospital to understand referral documentation status and challenges.
- Mentoring of the point person of IGMH hospital to ensure streamlining of referral processes.
- Advocacy with higher health officials to ensure smooth functioning of the program implementation.
- Ensuring sustenance of the MAS groups through regular meetings with corporation office staff.

Team Monitoring

- Supporting the Cos in group mentoring of ASHAs.
- Supervision and capacity building of the field staff and constant support and guidance for the activities.
- Trouble shooting at the facility level and community level.
- Planning and conducting regular meetings of the field staff.
- Ensuring timely completion of all the activities and its error free data entry into commcare.

Documentation

- Maintaining documentation related to all the activities and trainings, example – monthly descriptive reports, case stories, meeting minutes etc.
- Assisting PCs in collating data for periodic reports for funders, Municipal Corporation officials and for internal circulation
- Ensure accuracy in the data and data management

CRITICAL TRAITS

- Oral & written command over Hindi, Marathi; working knowledge of English
- MS Office skills are necessary, with good documentation and reporting skills
- Ethical approach and integrity in work
- Detail-oriented with focus on quality

BEHAVIOURAL COMPETENCIES

- Strong communication, facilitation and interpersonal skills
- Ability to work independently in field settings
- Time management and ability to meet deadlines
- Resilience and ability to handle challenges on the ground
- Stakeholder engagement and relationship building
- Problem-solving and troubleshooting ability
- Planning and organizational skills

WORK REQUIREMENTS

Willingness to travel in Nashik and need based once or twice a month travel from Nashik to Mumbai

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