

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 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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	https://www.facebook.com/SnehaMumbai
	@SNEHAMumbai
	https://www.linkedin.com/company/544355/
	@snehamumbai

PROFILE SNAPSHOT

Designation: Program Officer

-  **Role:** Achievement of program deliverables and key result areas on different components of child health and nutrition, maternal and newborn health, family planning and prevention of violence against women and children.
-  **Educational Requirement:** Minimum graduate (BSW/ MSW preferred)
-  **Experience:** At least five years work experience in health sector
-  **Location:** Kurla, Wadala
-  **Reports to:** Program Coordinator
-  **Apply:** Applications are to be sent via email to recruitment@snehamumbai.org with the Subject line: “Program Officer-RMNCH”
-  **Date of publishing:** 07th Sept 2026

COMPREHENSIVE OVERVIEW OF THE POSITION

CORE RESPONSIBILITIES

1. RMNCH Case Management & Referrals

- Ensure registered cases get visited and enroll in the RMNCH program
- Ensure appropriate referral for RMNCH related services to system and other stakeholder
- Ensure follow up with all the referral cases as per the protocols
- Ensure referral cases get access and take uptake of the services
- Identify high risk pregnancy and refer them to the higher facility for the further treatment
- Identify reluctant cases of institutional delivery and Immunization of children. Visit those cases and motivate them for institutional delivery and immunization.

2. Fieldwork & Community Engagement

- Field visits and fieldwork is mandatory for the role of RMNCH PO
- Ability to work independently in community is required.
- Capacity Building of Volunteers and Gat members on RMNCH component

3. Government & Stakeholder Coordination

- Liaoning with government systems like - ICDS, Health Post, Hospitals/SNEHA Women's OPDs and BMC department as per the need for improved health care services by bridging the gap between **community and systems**
- Conduct monthly meetings with Health post staff to discuss MCH work done in the community along with the Asha worker.
- Coordination with other NGO's having field presence in the community and other stakeholder to create a referral pathway services.
- Building and sustaining effective rapport with different stakeholders including health facilities staff, ICDS, local NGOs and community volunteers.

4. Documentation, Monitoring & Programme Outcomes

- Appropriate and timely documentation of all meetings, events, activities and innovations of the center.
- To improve primary and secondary outcome indicators of the program.

5. Program Administration & Coordination

- Support program-related administrative functions and implementation of events and activities.
- Ensure utilization of program budgets as per the approved plan and timely submission of account-related documents.

6. Field-Level Problem Solving & Additional Responsibilities

- Troubleshoot issues at the facility and community level.
- Undertake other programme-related tasks as assigned based on programme requirements.

BEHAVIOURAL COMPETENCIES

- Planning, organizing, and ensuring timely results
- Ability to delegate effectively by setting clear expectations, tracking progress, and communicating information
- Goal and target orientation
- Accountability and ownership of assigned responsibilities
- Alignment with organizational values
- Ability to prioritize tasks and work within timelines
- Collaboration and coordination with team members and stakeholders

CRITICAL TRAITS

- Hindi and Marathi speaking proficiency
- Effective communication and strong interpersonal skills
- MS Office proficiency
- Good documentation and reporting skills
- Knowledge and exposure to government systems and social protection schemes
- Experience in community mobilization and community-based interventions
- Strategic thinking and ability to understand project requirements
- Sound decision-making skills, particularly in complex situations
- Innovation and problem-solving ability
- Negotiation skills
- Conflict resolution skills

DESIRABLE

- Prior experience in working with survivors of gender-based violence is desirable.

WORK REQUIREMENT

- Should be comfortable working independently in the community, including Sundays, and be willing to work flexible hours based on community needs.

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