

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 PROGRAM

SNEHA Center program has implemented Direct Intervention (directly working with the community) and i Indirect Intervention (working through community volunteers) in the four vulnerable communities of Mankhurd and Govandi to prevent and treat malnutrition among children.

As we move ahead, the program aims to move towards sustainability through two major projects. One of them is the 'Saksham Anganwadi'/' AAWC' Project where we aim to strengthen the system- of Integrated Child Development Services (ICDS) by building the capacity of Anganwadi Sevikas along with the provision of mentoring and supportive supervision to them. This new initiative of SNEHA is to positively respond to and support the 'Anganwadi Adoption' GR issued by the Ministry of Women and Child Development, Maharashtra in the year 2023.

"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: Consultant Program Officer

-  **Role:** The Program officer (PO) will be responsible for providing comprehensive support to adopted Anganwadis for optimal service delivery of health, nutrition, and child development under the ICDS scheme
-  **Educational Requirement:** Graduation, (BSW)
-  **Experience:** Minimum of 4 years of relevant experience in any maternal, and child health, & working with public systems like ICDS, BMC health post, CBO/NGO.
-  **Location:** MANKHURD, M/EAST WARD, MUMBAI (Willingness to travel within Mumbai, Maharashtra, and India.)
-  **Duration:** 6 months
-  **Reports to:** Program Coordinator
-  **Apply:** Applications are to be sent via email to recruitment@snehamumbai.org with the Subject line: “Consultant Program Officer”

COMPREHENSIVE OVERVIEW OF THE POSITION

The PO will be primarily responsible for capacity-building, providing mentoring, and supportive supervision to the ICDS staff and community volunteers. PO will be responsible for achieving the program deliverables and key result areas of the Adoption of Anganwadi (AAWC) Project. for improving maternal-child health and nutrition status and increasing the service uptake of ICDS services. The PO will be working with 16-20 Anganwadi Sevikas directly.

CORE DUTIES AND RESPONSIBILITIES

The roles of the program officer will be as follows:

1. Program Planning, and Implementation
 - Develop and implement monthly field activity plans and ensure regular Anganwadi visits as per protocol.
 - Provide mentoring support to 20–22 ICDS Sevikas through field visits focused on strengthening the six core services of ICDS.
 - Build the capacity of Anganwadi Workers (AWWs) through need-based training sessions, on-site guidance, and coordination with the training team for organizing capacity-building activities.
2. Monitoring, Evaluation, Data Management, and Reporting
 - Conduct needs assessment surveys, AWC mapping, and maintain updated Anganwadi profiles and AWC scorecards.
 - Data entry of mentoring visits to Anganwadi Sevikas in Commcare app. Understanding the data base on the superset dashboard.
 - Prepare and submit timely reports (quantitative and qualitative), field observations, and program performance updates.
3. Stakeholder Engagement, Community Mobilization, and Convergence
 - Support community awareness campaigns and monthly meetings with community volunteers.
 - Facilitate convergence activities between ICDS, health systems, CBO, NGOs, and community stakeholders (Volunteers and beneficiaries) to improve service uptake.
4. Administrative Coordination and Budget Management
 - Support implementation of meetings, events, and training as per approved budgets and organizational protocols, while ensuring smooth administrative and operational functioning. Ensure availability and tracking of materials provided

CRITICAL TRAITS

- **Empathy:** Demonstrates understanding, patience, and respect while engaging with Anganwadi Workers, beneficiaries, and community members.
- **Collaboration:** Builds strong and respectful partnerships with ICDS functionaries, community volunteers, and other stakeholders to ensure effective implementation of project activities.

BEHAVIOURAL COMPETENCIES

- **Mentoring Skills:** Provides supportive guidance, practical solutions, and constructive feedback to strengthen the knowledge, skills, and performance of Anganwadi Workers and Helpers.
- **Communication:** Communicates clearly and effectively with ICDS stakeholders, frontline workers, and communities through training, meetings, and regular interactions.
- **Problem Solving:** Supports Anganwadi Workers in identifying and addressing field-level challenges and guides them to escalate issues to appropriate authorities when they are beyond their scope of action.
- **Negotiation Skills:** Effectively negotiates and engages with ICDS officials, local stakeholders, and community members to facilitate solutions and support for Anganwadi service improvements.

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