

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

Healthy Cities Program implements 3 separate intervention models in Malvani. Nurturing care model in Azmi Nagar, Community engagement model in NCC (New Collectors Compound area) and Immunization project in Ambojwadi.

Community Engagement Model, NCC:

The intervention model encourages community volunteers to engage to take action for maternal and child health in collaboration with system in informal urban settlements of PN ward of Mumbai. (Both collective and individual actions). Project focuses on building capacities of volunteers to engage in generating awareness and improve uptake of maternal and child health services. Collaboration with systems for increase response for maternal and child health is ensured for sustainable solutions.

Nurturing Care Intervention Model, Azmi Nagar:

Project works towards facilitating an environment conducive to optimum growth and development of children in informal urban settlements of P North Ward of Mumbai. “**Nurturing care**” Intervention model addresses Planned Parenthood, maternal health and nutrition, sexual and reproductive health, child health, development and nutrition and prevention of violence against women and children for improved health and nutrition status of children through a continuum of care approach. Program works on an integrated life cycle approach that addresses critical first 1000 days’ period, the period from the start of a mother’s pregnancy through her child’s second birthday with an extension of children in the age group from 2 to 3 years. To ensure sustainability and continuity of its work, SNEHA works closely with the Integrated Child Development Services scheme as well as with the hospitals and health systems of the Municipal Corporation to achieve its outcomes

Healthy Cities Immunization project:

Project is being implemented in the Ambojwadi community of Malwani, Malad west with the major goal of strengthening health system to improve immunization coverage in vulnerable urban settlements of PN Ward of Malwani. The project aims to work in collaboration with health systems to improve the coverage of immunization of children less than 3 years of age. Government has recently launched U win app on the lines of CO Win app (An immunization application) which will be helpful in capturing all immunization related data of children in a given set up. It will be also beneficial for health department officials to track the progress of immunization and total number of unimmunized children. SNEHA team will join with the HP CHV and ASHA workers to improve the coverage and capture the data in the U Win application.

“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:

SNEHA - SOCIAL MEDIA HANDLES	
	@snehamumbai_official
	https://www.facebook.com/SnehaMumbai
	@SNEHAMumbai
	https://www.linkedin.com/company/544355/
	@snehamumbai

PROFILE SNAPSHOT

Designation: Coordinator Documentation

-  **Role:** The role supports program documentation, reporting, and communications by preparing reports, presentations, case stories, and project documents, while coordinating with program teams, stakeholders, and the communications team to capture and showcase program impact.
-  **Educational Requirement:** Masters in Social Work, English literature, Mass Communication
-  **Experience:** Candidate should have minimum 3 to 4 years of experiences (In NGO, public health sector or similar health fields)
-  **Location:** Malwani, Malad West
-  **Reports to:** Associate Program Director
-  **Apply:** Applications are to be sent via email to recruitment@snehamumbai.org with the Subject line: **“Coordinator Documentation-Malwani”**
-  **Date of publishing:** 03rd October 2026

DUTIES & RESPONSIBILITIES

1. Program Reporting & Documentation

- Prepare monthly, quarterly and annual program progress reports for internal and external submissions.
- Prepare documentation for events, campaigns, stakeholder workshops and team vision-building workshops.
- Compile and consolidate program updates from government systems and community stakeholders into narrative reports.
- Maintain systematic documentation of key program processes, activities, components and learnings.

2. Program Content & Presentation Development

- Develop presentation decks for program and KRA reviews, governance calls, review meetings and program presentations.
- Prepare presentations and relevant program content for internal and external visitors.
- Convert program information and data into clear, structured and audience-appropriate content.

3. Proposal & Knowledge Documentation

- Support PD/APD in developing proposals, concept notes, MOUs, process documentation and other program-related documents.
- Conduct literature reviews and compile relevant resource materials for projects.
- Undertake needs-assessment surveys to support the initiation of new projects, particularly in the technology domain.

4. Impact Stories & Case Documentation

- Develop narrative and video-based case stories highlighting program experiences and impact.
- Identify and document relevant stories, outcomes and learnings from the field.
- Guide and train community outreach teams on effective documentation and storytelling practices.

5. Documentation Systems & Monitoring Support

- Support program teams in developing monitoring and data-collection formats.
- Assist in designing documentation formats and tools for program teams and community volunteers.
- Ensure consistency, completeness and quality of information collected for program documentation.

6. Communications & Advocacy Support

- Work closely with the Communications team to support program-related social media advocacy.
- Provide relevant program content, stories, photographs, data and updates for communication materials.
- Coordinate with program teams to ensure timely availability of content for internal and external communication.

CRITICAL TRAITS

- Ability to maintain role boundaries and manage assigned work effectively.
- Critical thinking and ability to make prompt decisions for program benefit.
- Accountability and ownership of responsibilities.
- Knowledge and understanding of Maternal and Child Health (MCH) issues.
- Capacity to plan, prioritize, and deliver tasks within timelines.
- Sound values and strong work ethics.

BEHAVIOURAL COMPETENCIES

- Flexibility in time management.
- Ability to read, write, and communicate effectively in English, Hindi, and Marathi.
- Excellent interpersonal, communication, presentation, and writing skills.
- Experience in documentation and interpretation of quantitative and qualitative data

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