

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 working towards 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 and Municipal Councils namely Mumbai, Thane, Kalyan-Dombivali, Mira-Bhayander, Vasai Virar, Bhiwandi Nizampur and Ulhas Nagar covering Mumbai Metropolitan Region, rural areas namely Ambarnath-Badlapur, Kalyan, Bhiwandi and few areas of Palghar, and Nashik district. The main purpose is to impact Maternal and Child health indicators in selected geographies.

Municipal Corporations, State health Department and SNEHA have partnered in initiating and sustaining a formal emergency maternity referral system, streamlining Antenatal care provisions for mothers 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 Mahila Arogya Samitis were formed in the vulnerable locations and were handed over to the public system gradually to sustain the processes.

ABOUT THE ASHA MENTORING PROJECT:

The objective is To Mentor ASHAs to enhance their knowledge, skills, and confidence to perform their roles efficiently, ensuring quality in community-based health interventions, ultimately contributing to a more responsive health system.

ASHA Group Mentoring Initiative will be designed and implemented for around 390 ASHAs across 20 UPHCs in BNMC with the objective of enhancing their knowledge, skills, and overall performance. This initiative will focus on providing continuous guidance, on-the-job support, and peer learning opportunities to strengthen their capacity in community outreach, health education, and other responsibilities their role encompasses. Regular group mentoring sessions will be conducted UPHC wise which will help identify challenges, recognize good practices, and foster motivation among ASHAs through peer learnings. Ultimately, the mentoring program aims to build a more confident, competent, and proactive ASHA workforce committed to improving community health outcomes and the health indicators of the corporation.

“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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	<u>https://www.facebook.com/SnehaMumbai</u>
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PROFILE SNAPSHOT

Designation: Program Coordinator

- ✚ **Role:** The Program Coordinator will oversee the implementation of the ASHA Mentoring program and Maternal referral and primary care interventions in Bhiwandi working with 20 Urban Primary Health Centres and 1 sub district hospital to improve performance and ownership of ASHAs, UPHC and the corporation. The role involves building strong relationships with government officials and healthcare providers, monitoring implementation and progress, developing technical and advocacy documents. The role also involves guiding and handholding two Program Officers and five Community organisers in planning, implementing, and achieving program objectives and deliverables, with a focus on strengthening public system ownership and sustainability.
- ✚ **Educational Requirement:** Postgraduate degree in public health, social work, social science, communications, or any other relevant field.
- ✚ **Experience:** At least 5-7 years of work experience with government health facilities in both rural and urban areas. Experience related to Maternal & Child Health and a passion for working in the development sector will be preferred. Freshers with a passion for working for a cause and a willingness to learn will also be considered.
- ✚ **Location:** Bhiwandi Nizampur Municipal Corporation
- ✚ **Reports to:** Associate Program Director
- ✚ **Apply:** Applications are to be sent via email to recruitment@snehmumbai.org with the subject line: "Program Coordinator- Bhiwandi"
- ✚ **Date of publishing:** 28th Oct 2026

COMPREHENSIVE OVERVIEW OF THE POSITION

The Program Coordinator will lead the planning, implementation, monitoring, and sustainability of the ASHA Mentoring Program in Bhiwandi, while overseeing maternal referral systems at SDH and sustaining antenatal care processes at UPHCs. The role involves team supervision, capacity building and mentoring of ASHAs and healthcare providers, stakeholder coordination and advocacy with government authorities, data quality assurance and analysis, and timely reporting and documentation. The coordinator will use evidence and field insights to address implementation gaps, strengthen public health systems, and ensure effective program delivery and long-term institutional ownership.

CORE RESPONSIBILITIES

Program Planning and Implementation

- Lead the planning, implementation, and monitoring of the ASHA Mentoring Program in Bhiwandi.
- Develop annual and monthly implementation plans along with gantt chart aligned with program objectives, timelines and deliverables
- Oversee activities at SDH to streamline referral linkages, timely referral of high-risk pregnancies, pre-referral communication, standardized documentation and continuity of care.
- Conduct periodic field visits to review referral practices, understand facility-level challenges and provide technical guidance for improving referral processes.
- Oversee UPHC level activities to sustain the handed over primary care (antenatal) process. Periodic visits to UPHCs and reviews and advocacy with the point person and administrative officials to ensure ownership by the system.
- Independently lead the new ASHA mentoring program activities to improve ASHAs performance by understanding community needs, challenges and accordingly guiding the team towards impactful outcomes.
- Conducting regular review meetings with UPHC staff to discuss the program progress.
- Monitor program progress, identify implementation gaps and ensure timely corrective actions in coordination with the Program Officers and relevant stakeholders.
- Assist in any other tasks assigned by the Associate Program Director

Collaboration and Capacity building of health facilities staff.

- Establish and maintain strong working relationships with different stakeholders including corporation, health care providers, ASHAs and community stakeholders.
- Networking and advocacy with municipal authorities through evidence-based presentations, technical documents and recommendations to strengthen service provisions, HR capacities, supplies and infrastructure where needed to achieve the desired goals.
- Coordinate and collaborate with administrative officials for relevant updates, reviews and approvals.
- Identify capacity-building needs of ASHAs and ANMs and organize/conduct training accordingly.
- Facilitate regular referral review meetings with facilities, ensuring follow-up on decisions and agreed action points.
- Mentoring of the Nodal Officer of IGMH hospital to ensure streamlining of referral processes and point persons of corporations to ensure sustenance of primary care and MAS related activities.

Data Management and Quality Assurance

- Oversee the quality, completeness, and timely availability of referral data, including referral slips, digital data sheets, referral outcomes, and delivery-related information from health facilities.
- Review referral trends, high-risk pregnancy referrals, delivery outcomes and facility-wise data to identify gaps, inform program decisions and recommend corrective measures.
- Oversee the quality of primary care (antenatal care data), including the documentation at UPHCs and maintenance and review of primary digital data sheets.
- Ensure data maintenance of regular day to day activities.
- Ensure the accuracy and timely completion of data entry and reporting in CommCare
- Use program data and field observations to assess progress, identify emerging challenges and support evidence-based decision-making.

Documentation

- Ensure timely preparation and quality of monthly, quarterly and annual program reports, work plans, progress updates and funder reports.
- Lead the documentation of program learnings, case studies, success stories, implementation challenges and good practices.
- Develop and review technical and advocacy materials, presentations, and other documents for internal and external stakeholders.
- Consolidate data, observations and recommendations from Program Officers to communicate program progress and outcomes to SNEHA leadership, funders and government stakeholders.
- Document and disseminate learnings to support the replication, institutionalization and sustainability of effective maternal referral practices.

Coordination, team management and Administrative Responsibilities

- Coordinate with internal SNEHA teams and relevant domains (finance, IT/IM/, Admin, M&E) to ensure smooth program implementation and timely completion of deliverables.
- Ensure timely submission of monthly plans, progress updates and reports to the Associate Program Director (APD).
- Guide, supervise and handhold the team in planning, implementing and monitoring activities to achieve program objectives and deliverables.
- Promote effective teamwork, accountability and timely completion of assigned responsibilities.
- Ready to travel to different locations as role requires

CRITICAL TRAITS

- Oral & written command over Hindi, Marathi and English
- MS Office/excel/Powerpoint skills are necessary, with good documentation, presentation and reporting skills
- Ability to work independently and engage confidently with government officials
- Ethical approach, accountability, and integrity in work
- Time management and ability to meet deadlines, multitasking
- Detail-oriented with focus on quality, readiness to put extra efforts in learning and when needed

BEHAVIOURAL COMPETENCIES

- Strong communication, facilitation, mentoring and interpersonal skills.
- Ability to build stakeholder engagement and relationship building.
- Critical thinking ability to go to the depth of the issue to understand and ability to gather multiple solutions.
- Ability to analyze program data and navigate challenges in the public health system with a solving based approach.
- Leadership, supervision, team management, planning, and organizational skills driven by empathy and understanding of the human psyche.

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