

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 Nashik project:

The objective is to support the public healthcare system of Nashik to establish, streamline and sustain the maternal referral processes 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, 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 Coordinator

- ✚ **Role:** The Program Coordinator will lead the implementation of the maternal referral system and primary healthcare strengthening intervention in Nashik, working with 6 Municipal Corporation of Nashik and 27 State health facilities (21 Primary Health Centres (PHCs), 4 Rural Hospitals, 1 District Hospital and 1 Sub District Hospital) to improve referral coordination, timely identification and referral of high-risk pregnancies, standardized documentation, and routine referral reviews.
The role involves building strong relationships with government officials and healthcare providers, monitoring implementation and progress, and developing technical and advocacy documents. The role also involves guiding and handholding two Program Officers 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:** Nashik District (three blocks: Nashik, Trimbak, and Igatpuri).
- ✚ **Reports to:** Associate Program Director
- ✚ **Apply:** Applications are to be sent via email to recruitment@snehmumbai.org with the subject line: **"Program Coordinator- Nashik"**
- ✚ **Date of publishing:** 28th Oct 2026

COMPREHENSIVE OVERVIEW OF THE POSITION

The Program Coordinator is a key position responsible for overall leadership, planning, supervision of Program Officers, government stakeholder engagement, quality assurance, and system strengthening in Nashik. The position plays an important role in bridging coordination between Municipal Corporation and State health facilities, strengthening engagement with government stakeholders, and supporting the public health system to establish and sustain an effective maternal referral process.

CORE RESPONSIBILITIES

Program Planning and Implementation

- Lead the planning, implementation, and monitoring of the maternal referral system strengthening intervention across Nashik Municipal Corporation and State health facilities, including PHCs, Rural Hospitals, Sub-District and District Hospitals under three blocks of Nashik
- Support for mapping of health facilities, facilitate the developing clinical protocols and its compilation, and referral linkages for the state health facilities.
- Develop annual and monthly implementation plans along with gantt chart aligned with program objectives, timelines and deliverables
- Oversee facility-level activities to strengthen referral linkages, timely referral of high-risk pregnancies, pre-referral communication, standardized documentation and continuity of care.
- Monitor program progress, identify implementation gaps and ensure timely corrective actions in coordination with the Program Officers and relevant stakeholders.
- Conduct periodic field visits to review referral practices, understand facility-level challenges and provide technical guidance for improving referral processes.
- Ensure effective implementation of agreed referral protocols, and processes across primary, secondary and tertiary healthcare facilities
- Coordinate and collaborate with administrative officials for relevant updates, reviews and approvals
- Assist in any other tasks assigned by the Associate Program Director

Collaboration and Capacity building of health facilities staff.

- Identify capacity-building needs of healthcare providers and coordinate training and mentoring on referral processes, documentation, digital data systems and relevant clinical protocols in collaboration with health authorities.
- Ensure capacity building of the health facility staff (Doctors, GNMs, ANMs).
- Establish and maintain strong working relationships with Nashik Municipal Corporation (MOH, RCHO and medical officers) and State Health Department officials (DDHS, ADHS, Civil surgeon, DHO, THO), facility in-charges, nodal officers, and healthcare providers.
- Coordinate with government stakeholders to strengthen ownership and ensure the effective implementation and sustainability of maternal referral and primary care processes.
- Facilitate regular referral review meetings with municipal and state health facilities, ensuring follow-up on decisions and agreed action points.

- Work with government officials to address systemic bottlenecks affecting referral communication, service utilization, referral outcomes and coordination across facilities.
- Networking with municipal and state-level authorities through evidence-based presentations, technical documents and recommendations to strengthen service provisions, HR capacities, supplies and infrastructure where needed to achieve the desired goal
- Support in exploring the work to the new Blocks in Nashik.

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.
- 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 domain (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 two Program Officers in planning, implementing and monitoring activities to achieve program objectives and deliverables.
- Promote effective teamwork, accountability and timely completion of assigned responsibilities.

CRITICAL TRAITS

- Oral & written command over Hindi, Marathi; working knowledge of 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
- Resilience and ability to handle challenges on the ground
- Ethical approach, accountability, and integrity in work
- Time management and ability to meet deadlines
- Detail-oriented with focus on quality
- Regular travel to municipal and state health facilities and government offices. Willingness to travel in Nashik and need based once or twice a month travel from Nashik to Mumbai

BEHAVIOURAL COMPETENCIES

- Strong communication, facilitation, and interpersonal skills
- Ability to build stakeholder engagement and relationship building
- Ability to analyze program data and navigate challenges in the public health system with solving based approach
- Leadership, supervision, team management, planning, and organizational skills

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