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 anaemia, and gender-based violence— key determinants of health equity for families and communities.

ABOUT PSP 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, optimized 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. 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 Officer

- **Role:** The Program Officer is responsible for supporting the effective implementation of project activities aimed at improving maternal health services and strengthening the referral system. The officer will work closely with higher health facilities of Nashik Municipal Corporation and state health facilities including selected PHCs to ensure better coordination, service delivery and community of care for beneficiaries.
- **Educational Requirement:** Graduate
- **Experience:** At least 5 years of experience in the social sector, preferable experience in working with health sector and public health system.
- **Location:** Nashik
- **Reports to**: Program Coordinator
- **Apply:** Applications are to be sent via email to **recruitment@snehamumbai.org** with the Subject line: **"Program Officer"**
- **Date pf publishing:** 27th Oct 2026

DUTIES & RESPONSIBILITIES

Program Planning and Implementation

- Mapping of health facilities as per the need assessment, including Sub-District Hospitals (SDH), Rural Hospitals (RH), and Primary Health Centers (PHCs) under two blocks of Nashik (Igatpuri and Trimbak= 17 health facilities) Liaise with state-level health facilities, nodal officers, and stakeholders to ensure timely referral communication to improve emergency service delivery.
- Support and monitor maternal health and referral system activities at health facility level, identifying gaps and ensuring timely action.
- Plan and coordinate trainings on referral slip documentation, digital data sheets, and basic clinical aspects. Provide mentoring support to healthcare providers on maintaining referral data and processes.
- Ensure proper documentation of referral slips, digital data sheets, received outcome data from Civil Hospital and other records by health facilities staff/doctors. Maintain data quality and support regular reviews.
- Coordinate with nodal officers of state health facilities to ensure timely planning and conduct of referral meetings and follow-up on agreed action points.
- Conduct facility visits, troubleshoot challenges at facility level, and provide on-site support to strengthen systems.
- Support the strengthening of the maternal referral process across health facilities, including Civil Hospitals, Sub-District Hospitals, Rural Hospitals, and PHCs. Promote and ensure effective pre-referral communication between facilities.
- Assist in any other tasks assigned by the Program Coordinator.

Collaboration and Capacity building of health facilities staff

- Building and sustaining effective rapport with different stakeholders including corporation, health facilities staff. Capacity building of the health facility staff (Doctors, GNMs, ANMs).
- Conducting periodic meetings with administration, health facilities staff to improve the indicator for health post services.
- Visit to Sub District Hospital, Rural Hospitals to understand referral documentation status and challenges, appropriate action and support.
- Along with Program coordinator, advocacy with state higher health officials to ensure smooth functioning of the program implementation.
- Ensure effective implementation of referral linkages by promoting adherence to clinical protocols for appropriate referrals and monitoring the overall referral process, including follow-up and compliance at facility level.
- Ensuring timely completion of all the activities and its error free data entry into commcare.
- Monthly plan sharing as well as day to day reporting to the program coordinator.
- Smooth coordination, communication with the other program officer and work collaboratively to streamline and strengthen referral and primary healthcare system.

Documentation

- Maintaining documentation related to all the activities and training, example – monthly descriptive reports, case stories, meeting minutes etc.
- Assisting PCs in collating data for periodic reports for funders, state officials for internal circulation
- Monthly referrals case, monthly status (Delivery, ND, LSCS) Data collection from the all the health facilities and entry in the commcare.
- Ensure accuracy in the data and data management

CRITICAL TRAITS

- MS Office skills are necessary, with good documentation and reporting skills
- Ability to work independently in field settings
- Resilience and ability to handle challenges on the ground
- Ethical approach and integrity in work
- Time management and ability to meet deadlines
- Detail-oriented with focus on quality

BEHAVIOURAL COMPETENCIES

- Strong communication, facilitation and interpersonal skills
- Stakeholder engagement and relationship building
- Problem-solving and troubleshooting ability
- Leadership, supervision, planning and organizational skills
- Willingness to travel in Nashik and need based once or twice a month travel from Nashik to Mumbai
- Oral & written command over Hindi, Marathi; working knowledge of English

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