ABOUT SNEHA

SNEHA is a leading public health organization dedicated to improving the health, nutrition, and safety of women and children living in vulnerable urban informal settlements. Through integrated health, nutrition, education, and advocacy initiatives, SNEHA empowers communities while addressing critical issues such as maternal and child health, prevention of violence against women and children, and access to quality healthcare.

SNEHA follows a two-pronged approach by working simultaneously with both care seekers and care providers. At the community level, it empowers women and local communities to become agents of change, enabling them to take ownership of their health and well-being. At the same time, SNEHA partners with the public health system and healthcare providers to strengthen service delivery, improve the quality of care, and create sustainable, long-term improvements in urban health outcomes.

During the years 2016-26, SNEHA directly worked with over 763,900 women, children, and healthcare workers, and indirectly reached a population of over 5 million in the Mumbai Metropolitan Region (MMR) and other parts of Maharashtra. We also work in partnership with the Government and with NGOs in other parts of India. 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 violence prevention against women and children—key determinants of health equity for families and communities.

ABOUT PROGRAM

The SNEHA MCH–AAHAR Program works across Dharavi, Wadala and Turbhe to improve maternal and child health and nutrition through partnerships with communities and public healthcare systems. It focuses on reducing malnutrition and maternal anemia, improving maternal health, strengthening ICDS and healthcare services, and addressing gaps in service delivery. The program also promotes community awareness and participation, trains and mentors Anganwadi workers and frontline workers, strengthens GBV referrals, and empowers community volunteers to improve service access, quality and accountability.

ABOUT THE PROJECT

The MSI Aahar–Sahyog Dharavi Program focuses on improving maternal, newborn and child health and nutrition across five vulnerable communities in Dharavi, covering approximately 13,000 households and 65,000 people. It aims to reduce malnutrition and strengthen public health and nutrition services through community mobilization, volunteer capacity building and coordination with ICDS and government healthcare systems. The program promotes community ownership through Community Action Groups (CAGs), with the goal of transitioning them into government-recognized Mahila Arogya Samitis (MAS) to ensure long-term sustainability.

"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: Consultant Program Officer

- **Role:** Planning and implementing project activities in coordination with Program Coordinator (PC) and field team. Building and sustaining effective rapport with different stakeholders including health facilities staff and community members.
- **Educational Requirement:** Graduate/Master degree.
- **Experience:** Relevant experience of 3-5 years in the social/Public Health sector.
- **Location:** Dharavi
- **Reports to**: Program Coordinator
- **Apply:** Applications are to be sent via email to **recruitment@snehamumbai.org** with the Subject line: **"Consultant Program Officer"**
- **Date of publishing:** 12th Nov 2026

DUTIES & RESPONSIBILITIES

- Plan and organise large-scale community mobilisation events and campaigns using innovative and creative approaches.
- Assist the Programme Coordinator (PC) in planning and organising training sessions for volunteers, SNEHA Fellows, ICDS and Health Post staff.
- Maintain proper documentation of project activities, trainings, meetings, and events.
- Support the PC in compiling data and preparing periodic reports for funders, ICDS, Health Posts and internal circulation.
- Coordinate referral meetings with ICDS and BMC officials.
- Address and resolve operational challenges at facility and community levels.
- Build the capacity of Community Organisers, volunteers, and Community Action Groups (CAGs).
- Conduct periodic ANC clinic observations and feedback meetings with Health Post staff, ASHA workers and beneficiaries to improve access to healthcare services.
- Support the establishment of referral linkages between Health Posts and maternity homes.
- Monitor field staff timesheets and ensure timely monthly submission to HR and Administration.
- Coordinate with SNEHA Fellows to obtain work updates and collect periodic reports.
- Coordinate with field teams to ensure effective implementation of project activities.

- Plan, supervise and monitor field team activities and performance.
- Build the capacity of team members, SNEHA Fellows, and other stakeholders.
- Coordinate and liaise with Health Posts, municipal authorities, and other stakeholders.
- Document project activities, including those undertaken by SNEHA Fellows across their respective areas.
- Organise and facilitate protocol-based stakeholder meetings, events, and activities in line with the approved budget.
- Conduct weekly coordination meetings with SNEHA Fellows.
- To take daily reports from community organizers.
- Managing pictures and documents of meetings, activities, and events timely.
- Crosschecking of data collected from system and ensure data entry in commcare application

CRITICAL TRAITS

- Familiarity with government systems, ministries, departments, and Mumbai's informal settlements.
- Experience in conducting training sessions on maternal and child health, nutrition, family planning, government schemes, and community development.
- Strong working knowledge of MS Office, including Word, Excel, and PowerPoint.
- Commitment to building and maintaining collaborative relationships with government departments.
- Ability to take initiative, work independently, and monitor activities effectively.

BEHAVIOURAL COMPETENCIES

- Ability to address and resolve community-level issues.
- Flexibility and effective time management skills.
- Strong community mobilization and stakeholder engagement skills.
- Strong negotiation and conflict-resolution skills.
- Ability to maintain professional boundaries while working with communities.
- Ability to address and manage systemic and community-level challenges.
- Ability to work collaboratively with diverse stakeholders.
- Willingness to learn about new government schemes and develop relevant skills.

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