

JOB DESCRIPTION



OPENING FOR: PROGRAM OFFICER- COUNSELING

NAME OF THE PROGRAM: PREVENTION OF VIOLENCE AGAINST WOMEN AND CHILDREN

ROLE REPORTS TO: PROGRAM DIRECTOR

JOB LOCATION: CHEMBUR

ABOUT THE PROGRAM

SNEHA's Program on Prevention of Violence against Women and Children aims to develop high-impact strategies for primary prevention, ensure survivors' access to protection and justice, empower women to claim their rights, mobilize communities around 'zero tolerance for violence', and respond to the needs and rights of excluded and neglected groups. The Program prioritizes enhanced co-ordination of the state response to crimes against women through convergence approach that works with government and public systems to reinforce their role in assuring basic social, civil and economic security. Primary preventive interventions are carried out through community outreach programs and campaigns. Secondary interventions for survivors of violence are provided through a comprehensive service-oriented system.

THE ROLE & RESPONSIBILITIES

SNEHA works on secondary prevention of violence through crisis intervention and extended response (including counselling) delivered by counsellors trained in addressing gender-based violence. Services include taking the woman to the hospital, enlisting police help, lodging police complaints, imparting pre-litigation counselling, filing cases under the Protection of Women from Domestic Violence Act and other laws, home visits, referrals to shelter homes, mental health and other services according to the woman's needs, and subsequent long-term follow-up.

THE PROFILE

Kasturba Shelter Home, Chembur, is run by the Municipal Corporation of Greater Mumbai (MCGM) and has offered SNEHA a space to run counselling services. At this centre, SNEHA is keen to reach out primarily to women who are survivors of violence or destitute with mental health conditions.

The Program Officer (Counselling) will be responsible for:

1. Offering crisis services, immediate relief and support, and long-term intervention (extended response) and services to women and children facing violence, as well as to family members and perpetrators.
2. Liaising with other government schemes and services for women's rehabilitation. Raising awareness and helping women access the counselling centre by holding workshops on violence against women and children, and increasing visibility of the services that SNEHA offers.
3. Administrative responsibility for maintaining case records and registers, writing referral letters, writing minutes, collecting, entering and sharing data with the PVWC team.
4. Recording all counselling, referral and follow-up activities in the PVWC electronic database.

5. Assisting with data collection and analysis for the NIHR project on developing a package of care for the mental health of survivors of violence in South Asia. This includes development of case studies, interviewing clients and service providers about their needs and opinions of services, and recording experience of testing new activities.
6. Managing and responding to the crisis phone line.
7. Assisting in organizing and planning events for the counselling center and PVWC.
8. Preparing relevant behavior change communication material or training modules.
9. Adherence to SNEHA values, policies and guidelines.
10. Any other work that may be assigned to achieve the programmatic and organizational goals. The incumbent reports to the Program Coordinator and is based in Mumbai.

11. Networking with other service providing agencies in the interest of the survivor of violence and making appropriate referrals (police, legal, health, and NGOs).

EXPERIENCE AND QUALIFICATIONS

1. Educational qualification: Master's Degree (Counselling/Social Work/Psychology/Allied).
2. At least 5 years' work experience in crisis counselling and intervention.
3. Hindi-speaking skills are essential. Ability to speak Marathi and English are desirable.
4. MS Office skills are essential. Experience using electronic tablets is desirable.
5. Prior experience in working with survivors of gender-based violence is desirable.

MANAGERIAL (LEADERSHIP) COMPETENCIES

1. Effective team management skills, including problem-solving and conflict-resolution abilities.
2. Proven ability to work with a variety of stakeholders including companies, government organizations and community organizations.
3. Staying focused on goals to ensure desired outcomes.
4. Ability to stay calm, think clearly and give guidance in a crisis.

PERSONAL ATTRIBUTES

1. Unflinching commitment to gender equality and women's rights.
2. Ability to put aside personal biases and religious/cultural/social/economic/upbringing/values when working with survivors of violence.
3. Effective communication and interpersonal skills.
4. Ability to manage change and diversity.
5. Enthusiasm for community engagement and networking.
6. Strong sense of empathy, and negotiation and persuasion skills.
7. Sound values and work ethics.
8. Willingness to travel within Mumbai and its environs.
9. Willingness to work late and on weekends, if necessary for a case.

APPLICATIONS

Interested applicants can send their updated CVs to: recruitment@snehamumbai.org OR suchita.yadav@snehamumbai.org with Subject line-SNEHA- PVWC- Program Officer-Counseling