

## **JOB DESCRIPTION**



### **OPENING FOR: PROGRAM COORDINATOR (COUNSELLING)**

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

### **ROLE REPORTS TO: ASSOCIATE PROGRAM DIRECTOR**

### **LOCATION: SION/ KALWA**

#### **ABOUT THE PROGRAM**

A secular, Mumbai-based non-profit organisation, SNEHA believes that investing in women's health is essential to building viable urban communities. SNEHA works on four major public health issues: Maternal and Newborn Health, Child Health and Nutrition, Adolescent Health and Sexuality, and Prevention of Violence against Women and Children.

SNEHA recognises that, in order to improve urban health standards, initiatives must target both care seekers and care providers. We work with communities residing in informal settlements to empower women and communities to be catalysts of change in their own right and collaborate with existing public health systems and health care providers to create sustainable improvements in urban health.

SNEHA's Program on Prevention of Violence against Women and Children (PVWC) 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 coordination of the state response to crimes against women through a convergence approach that works with government and public systems to reinforce their roles in assuring basic social, civil and economic security.

The program has recently begun work on a cluster randomized controlled trial of community mobilisation to prevent violence against women and girls. In informal settlements of Mumbai, we will test the effects of community mobilization through groups and volunteers to prevent violence against women and girls. In India, 29% of women report physical violence in the last year, 7% sexual violence, and 30% multiple forms of violence, causing physical, mental, societal, and economic harms. Reviews suggest community mobilisation as a promising approach, but there have been few large enough trials of prevention programs. Our community intervention has been developed over 16 years of programmatic experience and two years of preparatory research, and our understanding of its effects is encapsulated in a theory of change. We will compare 24 areas receiving support services, community group, and volunteer activities with 24 areas receiving support services only, primarily in terms of effects on occurrence of intimate partner violence and domestic violence in the last year. We will also examine disclosure of violence to support services, community attitudes to violence, bystander intervention, gender equality, and occurrence of non-partner sexual violence. Backed by public engagement, advocacy, and open publication, our vision is of a replicable community-led intervention to address the public health burden of violence against women and girls.

#### **PURPOSE OF THE ROLE**

SNEHA works on secondary prevention of violence through crisis intervention and extended response (including counselling) that are delivered by counsellors trained in addressing gender-based violence. Services comprise of 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 services/other services according to the woman's needs, and subsequent long-term follow-up

SNEHA believes in investing in the professional and personal development of its staff. The Program's counselling centres train counsellors in the Rogerian client-centred approach and in administering psychological first aid. They are also trained in mental health counselling which includes responding to common mental health conditions, suicide risk assessment and intervention, psycho-education, and ethics in counselling (self-care, boundaries, etc.). Counsellors are given refresher training on basic principles of counselling, women's rights, gender-based violence, and laws relating to women and children.

## **DESCRIPTION**

### **RESPONSIBILITIES (DAY TO DAY ACTIVITIES)**

#### **Primary responsibility**

1. Provide immediate crisis intervention, counselling support, and long term interventions to women and children facing violence.
2. Provide psychosocial (counselling with partners/ family member, Home visits, community intervention, medical, police and shelter) and legal interventions to survivors of violence.
3. Regular visits to hospital Departments and Wards for identification of cases.
4. Integrating mental health interventions in co-ordination with the in-house consultant psychologist and psychiatric department.
5. Work in co-ordination with the legal team to refer and follow up cases in the respective courts.
6. Training the health care providers ( nurses, doctors, students and other staff) on violence against women and children
7. Conducting events, campaigns and other activities for hospital staff with the support of Program-co-ordinator
8. Regularly documenting case intake and progress documents. Submitting the monthly records end of every month to the program co-ordinator.
9. Manage and respond to crisis phone lines
10. Ensuring the confidentiality and anonymity of the beneficiaries in the project

#### **Administrative responsibility**

11. Administrative responsibility of maintaining case records, registers, writing referral letters, writing minutes, collecting, entering and sharing data with the PVWC team, maintaining bills and vouchers etc.
12. Ensuring regular attendance
13. Adherence to SNEHA values, policies and guidelines.
14. Any other work that may be assigned to achieve the programmatic and organisational goals.

The incumbent reports to the Program Coordinator and is based in Mumbai.

## **MANAGEMENT & REPORTING**

1. Report daily to the Program Co-ordinator.
2. Prepare monthly reports
3. Contribute to the organizational culture and work of SNEHA
4. Participate in the SNEHA program activities

## **EDUCATION QUALIFICATION REQUIRED FOR THIS POSITION**

### **QUALIFICATIONS AND EXPERIENCE**

5. Educational qualification: Master's Degree (Counselling/Social Work/Psychology/Allied).
6. At least 5 years' work experience in crisis counselling and intervention.
7. Command over English and Hindi is necessary. Marathi-speaking skills are desirable.
8. MS Office and computer skills are necessary.
9. Prior experience in working with survivors of gender-based violence is desirable.
10. Experience in handling court and police procedures is desirable

### **SKILLS REQUIRED FOR THE ROLE**

#### **COMPETENCIES REQUIRED FOR THE JOB**

1. Ability to work with different teams and a desire to learn and grow as a professional.

2. Strong negotiation skills, problem-solving and conflict-resolution abilities, especially when dealing with clients and families.
3. Proven ability to work with a variety of stakeholders including, government organisations, the police, community organisations, etc.
4. Staying focused on goals to ensure desired outcomes.
5. Ability to stay calm, think clearly and give guidance in a crisis.

### **Desirable**

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 inter-personal skills.
4. Enthusiasm for community engagement and networking.
5. Strong sense of empathy, and negotiation and persuasion skills.
6. Sound values and work ethics.
7. Willingness to travel within Mumbai and its environs.

### **PERSONAL ATTRIBUTES**

1. Achievement mind-set and an eagerness to take initiative.
2. Effective communication, personal and interpersonal skills.
3. Ability to manage change and diversity.
4. Enthusiasm for community engagement.
5. Sound values and work ethics.

### **APPLICATIONS**

Interested candidates can send their CVs via email to [shikha.kotian@snehamumbai.org](mailto:shikha.kotian@snehamumbai.org) OR [recruitment@snehamumbai.org](mailto:recruitment@snehamumbai.org) with Subject line: **PROGRAM Officer (COUNSELLING)**