

JOB DESCRIPTION



OPENING FOR: RELATIONSHIP MANAGER

NAME OF THE PROGRAM: CONTINUUM OF CARE - SAMAGRA

ROLE REPORTS TO: PROGRAM DIRECTOR AND ASSOCIATE DIRECTOR-FUNDRAISING

JOB LOCATION: MMRDA

ABOUT THE PROGRAM

Project Samagra, aims to create an urban health ecosystem that is responsive, affordable, and equitable, and which provides quality preventive, promotive, and curative primary health care for the urban poor, with a focus on women, girls, and other vulnerable populations. The Samagra program will create a total market for comprehensive, consumer-empowered primary health care. Samagra will continue to build upon lessons learned from other projects aimed improving family planning (FP), maternal, and child health services tailored to the urban poor. Lessons learned and new approaches will ensure that no one is left behind.

The Samagra project has three strategic approaches: (a) Technical assistance at the national, state, and city levels to “urban primary care touch points;” (b) Rapidly support the implementation of proven concepts, scaling up on lessons learned from previous programs; and (c) Test experimental concepts and models and to aggregate new ideas and incubate promising concepts to generate innovative, proof-of-concept solutions. These strategic approaches focus on two cross-cutting themes of Harnessing the Private Sector and Active Community Engagement through collaboration and partnerships to enable the Samagra program to deploy more effective and sustainable solutions; and a Collaborative Learning and Adaptive (CLA) Management Approach, using rigorous implementation science to test models for health outcomes and cost efficiency, sharing lessons learned widely through communities of practice. By adopting the three strategic approaches and while maintaining focus on the two cross cutting themes, the project will deliver the following the results and outcomes. This project will be implemented in Dharavi, M/E war and BNMC. This vacancy is for Dharavi project

THE ROLE

Responsibilities

- **Working in close coordination with funding partner**
- Identify the scope for learning from the program and take initiative to enhance learning opportunities within the program
- Develop innovative methods/tools/package to capture field learnings
- Document/support in developing donor & event reports, concept notes, program activities, project briefs, technical briefs, process documents, success stories, blogs & lesson learnt for national and international donors
- Coordinate across the Samagra program locations in SNEHA and domains as required for project planning, reporting and other activities

- Liaise with the donor team for organizing site visits, meetings, program reporting and other deliverables
- Support the team in documentation and dissemination of Knowledge identified from the project in the form of abstracts, peer-review articles
- Support the team in training on various aspects, especially on Knowledge Management team's products.
- Participate in monthly state meetings, facility level meetings, visit beneficiaries to support documentation requests
- Coordinate in program engagement, compiling documents/reports, conferences, events and supporting presentations
- Layout documents, factsheets, newsletters and web-content in a manner to make it an interesting read by using infographics, smart art, and other means of making documentation interesting
- Support in updating and managing SNEHA website/social media related to Samagra activities
- Timely submission of Samagra project reporting deliverables
- Ensure donor branding guidelines are being followed
- Support team to ensure maintenance and updating of information/materials on an identified knowledge platform such as share point.
- **Ability to synthesize information across program locations**
- Support any other task assigned by supervisor.

EDUCATIONAL QUALIFICATION & EXPERIENCE

- **Post Graduate/MBA in related/equivalent, with an experience of 2-5 years** which demonstrates experience of documentation and report writing in large scale development programs.
- **Experience in Public Health Sector**
- Excellent written and oral communication skills in Hindi and English, plus experience researching and writing, including analysis, and developing policy and/or advocacy materials for national and international or global audiences.
- Strong analytical skills and ability to synthesize complex material.
- Experience in documentation of public health programs will be given preference.
- Experience in literature review for design training curricula's, assessment tools, planning, organizing, and delivery of training programs
- Excellent skills of interpersonal communication, presentation skills, writing in English, analysis of complex documents
- Experience in documentation, quantitative and qualitative data collation and interpretation
- Education to at least post-graduation level with exposure to work with underprivileged communities
- Ability to maintain role boundaries and exceed with innovations
- Interest in maternal and child health and nutrition
- Fluency in English, Hindi and Marathi.
- Self-starting, self-monitoring abilities and negotiation skills.
- Flexibility in time management.

- Willingness to travel within Mumbai Metropolitan Region

PERSON SPECIFICATION REQUIREMENTS

ESSENTIAL

- Team player
- Attention to detail
- Writing skills
- Computer skills
- Ability to synthesise information and articulate effectively
- Eagerness to learn
- Self-motivation

DESIRABLE

- Familiarity with government systems, ministries, departments and informal settlements in Mumbai
- Experience in community development

APPLICATIONS

Interested applicants can send their updated CVs to: shikha.kotian@snehamumbai.org with Subject line-**SNEHA-CONTINUUM OF CARE -SAMAGRA-RELATIONSHIP MANAGER-MMRDA**