JOB DESCRIPTION

JOB ID- SG|COC-SG|FT|POSP-1|MMRDA|21

OPENING FOR: Program Officer – Social Protection

NAME OF THE PROGRAM: CONTINUUM OF CARE -SAMAGRA

ROLE REPORTS TO: Program Coordinator – Social Protection

JOB LOCATION: MMRDA

ABOUT SNEHA
A secular, Mumbai-based non-profit organisation, SNEHA believes that investing in women's health is essential to building viable urban communities. SNEHA targets four large public health areas: Maternal and Newborn Health, Child Health and Nutrition, Sexual and Reproductive Health and Prevention of Violence against Women and Children.

Our approach is two-pronged: it recognises that in order to improve urban health standards, our initiatives must target both care seekers and care providers. We work at the community level to empower women and slum 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.

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

**A Programme Officer for the Social Protection Helpdesk** would support internal coordination at SNEHA to gather information on relevant Social Protection Schemes, implemented by the Union and the State (Maharashtra) Governments, especially for women and children in urban vulnerable communities. S/he will assist the Coordinator and designated Programme Director to build capacities of programme teams to understand these schemes and will support them to build awareness among people to ultimately enable community members to access the benefits of these schemes.

**THE ROLE**

**Roles and Responsibilities**

- Support with information gathering on Social Protection Schemes implemented at the Union and state (Maharashtra) level for women and children in urban vulnerable communities
- Keeping updated on changing guidelines/regulations based on the schemes and allied benefits – creating summaries of schemes in Hindi/Marathi
- Building relationships with local officials affiliated to ministries/departments responsible for implementation of schemes with support from the coordinator to understand details
- Assisting the Coordinator to build capacities of programme teams to understand ground level operations of implementation of schemes – including training of community volunteers
- Coordinating internally to gather relevant data on uptake of schemes, challenges thereof and prepare summaries for related presentations
- Documenting challenges, achievements (case stories, best practices) and help with drafting written correspondence with relevant government departments to communicate concerns or report outcomes. Support the building of a One Stop Desk for trouble shooting on challenges in accessing schemes and their benefits and supporting programme teams accordingly
- Supporting six monthly internal review to assess uptake of schemes

**EDUCATIONAL QUALIFICATION & EXPERIENCE**

- Educational qualification: Graduate (preferable from Social Work background)
- At least 1 year of experience of working on liaison between people and public authorities
- At least 2 years of experience and excellence with written documentation and reviewing drafts/policies
- Command over Marathi and Hindi (spoken and written) with functional competency in English Skills to translate schemes and PDS related BCC material in Hindi.
MANAGEMENT & REPORTING
This position will report to the PDS/Social protection Coordinator at SNEHA

PERSON SPECIFICATION REQUIREMENTS
ESSENTIAL
- Ability to work in a team and create equal opportunities for all
- Empathy and openness to absorb learning from all contexts
- Problem solving ability and ability to multi-task and work simultaneously on different projects Working effectively through established systems, procedures and people interactions to get work done

APPLICATIONS
Interested applicants can send their updated CVs to: khushboo.nair@snehamumbai.org with Subject line-SNEHA-CONTINUUM OF CARE - SAMAGRA- Program Officer – Social Protection-MMRDA