

JOB DESCRIPTION: CENTRE ADMINISRATOR, ONE-STOP CENTRE (WOMAN ONLY)

POSITION REPORTS TO: ASSOCIATE PROGRAM DIRECTOR, PVWC

ABOUT SNEHA

A secular, Mumbai-based non-profit organisation, SNEHA believes that investing in women's health and wellbeing is essential to building viable urban communities. SNEHA targets four large public health areas: maternal and new-born 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 to empower women and residents of informal settlements to be catalysts of change in their own right and collaborate with existing public systems to create sustainable improvements in gender and urban health.

THE PROGRAM - PREVENTION ON VIOLENCE AGAINST WOMEN AND CHILDREN

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, mobilise communities around 'zero tolerance for violence', and respond to the needs and rights of excluded and neglected groups. The Program prioritises 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 Program's counselling centres and services

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.

One Stop Centres (OSC)

SNEHA has been appointed as the implementing agency in the One-Stop Centre, at KEM Hospital. One Stop Centres (OSC) are intended to support women affected by violence, in private and public spaces, within the family, community and at the workplace. Women facing physical, sexual, emotional, psychological and economic abuse, irrespective of age, class, caste, education status, marital status, race and culture will be facilitated with support and redressal. Aggrieved women facing any kind of violence due to attempted sexual harassment, sexual assault, domestic violence, trafficking, honor related crimes, acid attacks or witch-hunting who have reached out or been referred to the OSC will be provided with specialized services. 1.2 Under this Scheme, in the first phase, one OSC envisaged to be

established in each State/UT to facilitate access to an integrated range of services including medical, legal, and psychological support.

WHAT SNEHA CAN OFFER YOU

SNEHA believes in investing in the professional and personal development of its staff. The Program's counselling centres train counsellors in the Rogerian client-centered 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.

The position in this one-stop centre is on consultancy basis. This position needs to be available when the need arises.

THE PROFILE

The OSC has been opened in KEM Hospital in collaboration with SNEHA. There is a dearth of services that specifically target women in the community and many of them access the hospitals, and as SNEHA has received many calls for help (through the website and the crisis phone lines) from this group. This centre will cater to the women who are facing violence and provide them with support and care.

The Centre Administrator - will be responsible for:

- The Centre Administrator would be in charge of functioning of OSC. She would be the first point of contact with the woman who is accessing OSC. (This is not always possible, maybe possible if the CA is a residential position as per the Guidelines)
- The Centre Administrator would interact with every woman seeking OSC's intervention for addressing violence.
- The Centre Administrator will listen to the grievance, document the case history and register the case in the online/web-based case management system to generate a Unique Identity Number (UID).
- The Centre Administrator would be responsible for supervision of each case, taking it to a logical conclusion and later following up with the aggrieved woman.
- As soon as the complaint is registered, the Centre Administrator will send a text message (SMS/Internet) to the DPO/PO/CDPO/ SHO/ DM/ SP/ DYSP/CMO of the district in which the women is located at the time of accessing OSC.
- The Centre Administrator would be responsible for coordination with all stakeholders (police station, hospital, legal aid, counselling), registration of cases in the absence of the IT Staff.
- The Centre Administrator will consolidate a list of agencies/individuals providing/willing to provide legal/medical/psycho-social counselling services at OSC.
- The Centre Administrator will coordinate with CBOs specialized in addressing violence against women, Gender Cells, Women's Study Centres at Universities to seek technical inputs in terms of training and capacity building of women affected by violence.
- The Centre Administrator will monitor the functioning of OSC, (including the work of the staff), facilitate capacity building, guide and support team of caregivers.

- The Centre Administrator would approve the quarterly report prepared by the IT Staff to be submitted to the Management Committee (MC) through Implementing Agency (IA).
- The Centre Administrator would also document the case studies/success stories as per the prescribed format.
- The Quarterly Report has to be submitted 15 days prior to the end of each Quarter.
- The Centre Administrator will meet the MC on a monthly basis for guidance, support. The footage of the CCTV would be under the vigilance of the Centre Administrator.
- The Centre Administrators can design their own feedback forms for the purpose of Social Audit in coordination with the reporting supervisor.
- The CA has to lead the Team of diverse work backgrounds and fruitfully resolve their conflicts and help achieve a common mission for the team.
- The Centre Administrator is expected to make a referral and rehabilitation plan for the survivor.

EXPERIENCE AND QUALIFICATIONS

1. Educational qualification: Master's Degree (Counselling/Social Work/Psychology/Allied).
2. At least 8 to 10 years of work experience in Project management, team handling and administration and managing Shelter Homes.
3. Command over Marathi and Hindi-speaking skills are must. English language is preferable.
4. MS Office skills are must.
5. Prior experience of working with survivors of gender-based violence is required.

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 organisations, community organisations, etc.
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 inter-personal 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 to be sent via email to sejal.kandalgaonkar@snehamumbai.org with Subject line: "CENTRE ADMINISRATOR, ONE-STOP CENTRE"