

## **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 is 450+ person strong, innovative and progressive organization that works on health and nutrition in urban slum pockets with women and their families. SNEHA follows the life-cycle approach to health and nutrition, by intervening at critical junctures (adolescence, preconception, conception, pregnancy, postnatal, infancy and toddlerhood, family planning) to ensure improved health and nutritional outcomes for women and children living in some of Mumbai's most vulnerable and deprived slums and in the Mumbai Metropolitan Region (MMR) as well.

SNEHA recognises that, in order to improve urban health standards, our 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. We have currently 11 programs running across SNEHA which are Maternal and New-born Health (MNH), Child Health and Nutrition (CHN) – Aahar, Empowerment, Health and Sexuality of Adolescents (EHSAS), Prevention of Violence against Women and Children (PVWC) (e) SNEHA Centre, SNEHA Shakti, Healthy Cities Project (HCP), Samagra, Palliative Care, Livelihood Generation, Central Operations, Research and IM.

## **ABOUT THE PROGRAM**

### **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 SNEHA Centre (SC)**

SNEHA Centre Program address planned parenthood, maternal health and nutrition, sexual and reproductive health, child health and nutrition also the prevention of violence against women and children using an integrated life cycle approach that addresses critical first 1000-day period, the period from the start of a mother's pregnancy through her child's second birthday. The model encompasses thematic areas viz. maternal and new born health, child health and nutrition, family planning and prevention of violence against women and children.

## **THE PROFILE**

The Counselling Program Officer will be responsible for handling all gender based violence cases and its necessary interventions. She also responsible to coordinate with intervention COs for identification cases from the area. She will be responsible for achieving the program deliverables and key result areas.

## **JOB LOCATION: JANTA NAGAR MANKHURD.**

### **DUTIES & RESPONSIBILITIES:**

- 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.
- Making home visits to the client in crisis, accompanying them to the service providers like health, legal and police, CWC, Protection officer.
- Networking with other service providing agencies in the interest of the survivor of violence and making appropriate referrals (police, legal, health, and NGOs).
- Administrative responsibility of maintaining case records, registers, writing referral letters, writing minutes, collecting, entering and sharing data with the Intervention team. Timely basis data entries in the commcare.
- Preparing case studies.
- Preparing PPTs, reports.
- Handling helpline for the benefit of the client.
- Maintaining home visit register.
- Maintain proper planning before the month starts.
- Handle the case sharing meeting within the group and with the seniors.
- Preparing and maintaining google sheet for systematic records of all the beneficiaries.
- Regular follow up of the registered beneficiaries.
- Conduct periodical awareness event's, campaign on PVWC issues.
- Conduct capacity building session for intervention team for increased reporting and registration of violence cases
- Adherence to SNEHA values, policies and guidelines.
- Any other work that may be assigned to achieve the programmatic and organisational goals.

### **MANAGEMENT & REPORTING**

- Report weekly to the Program coordinator
- Managing pictures and documents of meetings, activities and events timely.
- Manage data and ensure data entry in commcare application daily.
- Crosschecking of data collected from system and ensure data entry in commcare application.
- Contribute to the organizational culture and work of SNEHA to an appropriate degree
- Participate in the SNEHA activities

### **QUALIFICATIONS & EXPERIENCE**

1. Educational qualification: **Master's Degree** in the field of Social Science preferably from Social Work.
2. At least **5 years'** work experience in crisis counselling and intervention.
3. Command over English and Hindi is necessary. Marathi-speaking skills are desirable.
4. MS Office and computer skills are necessary.
5. Prior experience in working with survivors of violence against women is desirable.
6. Experience in handling court and police procedures is desirable.

### **SKILLS & COMPETENCIES**

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.

Applications to be sent via email to [damini.pandey@snehamumbai.org](mailto:damini.pandey@snehamumbai.org) with Subject line: "Position Name mentioned in the JD"