JOB DESCRIPTION: PROGRAMME OFFICER, SOCIAL PROTECTION HELPDESK

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 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 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
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.

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
Reporting

This position will report to the PDS/Social protection Coordinator at SNEHA

Requirements: Skills and 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

Personal Attributes and Competencies

- 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 to be sent via email to sejal.kandalgaonkar@snehamumbai.org with Subject line: “Program Officer_Social Protection HELPDESK”