

JOB DESCRIPTION: (WOMAN) CONSULTANT PROGRAM OFFICER - COUNSELLING



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 works on 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.

SNEHA 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.

SNEHA works with different constituencies of urban communities across service-based, community-based and public-private partnerships.

Mental Health Counselling Helpline of SNEHA

The Covid-19 pandemic has increased the burden of poverty and gendered unpaid care. The informal settlements where SNEHA works characterized by density and overcrowding, poor housing and insufficient water and sanitation turned into hotbeds of Covid-19 infections last year. Financial and food insecurity, and lack of mobility due to lockdown have disproportionately affected the residents of informal settlements leading to heightened vulnerabilities to mental health conditions in women, adolescents and men. Largely mental health conditions of stress (helplessness, increased family responsibility, worry, fear), depression, anxiety, post-traumatic stress, suicidality and substance abuse have been reported. The triggers for these common mental health conditions range from anger and helplessness about the situation, loss of livelihood, pregnancy related issues of health care seeking and intimate-partner and domestic violence. Very often these issues are not identified and help is not sought in time which would help to slow the progression of any mental health condition and restore an individual's ability to function normally.

SNEHA is initiating a mental health helpline that will be available for its community members residing in its area of operations. The mental health helpline will have mainly three functions:

- Education: The helpline will provide information about mental health issues and the effects that mental illness can have on people and their loved ones.
- Crisis support, Referral and Treatment: Immediate support for psychotic breaks and manic episodes and referral to mental health treatment
- Psychosocial Support: Support in terms of counselling i.e. empathetic listening, reflection, validation, grief counselling, management of emotions, suicide risk assessment and intervention

THE PROFILE

The Mental Health Counselling helpline will cater to all locations and geographies that SNEHA covers through its direct and indirect intervention. It will be functional during the day in SNEHA working hours.

The Program Officer (Counselling) will be responsible for:

1. Managing and responding to the crisis help line to offer crisis counselling services and immediate relief for mental health problems, Offering basic counselling - empathetic listening, reflection and validation and management of emotions (grief, panic, feelings of helplessness mainly recognition and acceptance) Suicide risk assessment and immediate management of suicide
2. Networking with other service providing agencies in the interest of the survivor of mental health issues and making appropriate referrals (police, legal, health, and NGOs).
3. Administrative responsibility of maintaining case records, registers, writing referral letters, writing minutes, collecting, entering and sharing data with the team, etc.

4. Preparing case studies.
5. Sharing relevant behaviour change communication material or training modules with beneficiaries and concerned.
6. Adherence to SNEHA values, policies and guidelines.

Any other work that may be assigned to achieve the programmatic and organisational goals. The incumbent reports to the Clinical Psychologist and will have regular feedback meetings with the core team working on mental health helpline in SNEHA

EXPERIENCE AND QUALIFICATIONS

1. Educational qualification: Master's Degree (Counselling/Social Work/Psychology/Allied).
2. At least 2-3 years' work experience in crisis counselling and intervention.
3. Command over the English language is necessary. Hindi-speaking skills are desirable.
4. MS Office skills are necessary.
5. Prior experience in working with survivors of gender-based violence is desirable.

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.

Interested candidates can send their CV via email to sejal.kandalgaonkar@snehamumbai.org with the Subject line **"Consultant Program Officer - Counselling"**