



## **JOB DESCRIPTION- Program Coordinator, Public System Partnership Program(PSP)**

### **ABOUT SNEHA**

A secular, Mumbai-based non-profit organization, 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 Child Health (MCH), Public System partnerships (PSP), Empowerment, Health and Sexuality of Adolescents (EHSAS), Prevention of Violence against Women and Children (PVWC) (e) SNEHA Centre, SNEHA Shakti, Healthy Cities Project (HCP), Palliative Care, Livelihood Generation, Central Operations, Research and IM.

### **ABOUT THE PROGRAM**

#### **Public System's Partnerships – Building Bridges**

SNEHA's Public System Partnerships Program works in partnership with Public health system and vulnerable communities towards strengthening primary healthcare, establishing maternity referral linkages and empowering Mahila Arogya Samiti groups across seven Municipal Corporations of Mumbai Metro Politian Region to ensure better outcomes for pregnant mothers and newborns. The main purpose is to impact Maternal and Child health indicators in urban slums.

### **PURPOSE OF THE ROLE**

The Program Coordinator is expected to oversee implementation of planned activities in assigned municipal corporations. The role also expects building strong rapport with the administrative officers and the health care providers for better cooperation and support in implementing the interventions. creating high level advocacy documents such as policy paper, presentations and manuals. He/She is expected to build the teams capacity in planning and implementing the program objectives and deliverables.

**Job Location: Brihanmumbai Municipal Corporation (BMC)**

## **ROLES & RESPONSIBILITIES**

### **Networking and partnership:**

- Strengthening Partnership with different officials at various levels through meetings, interactions and continuous follow ups with Health posts, Maternity homes, Peripheral and Tertiary care hospitals in BMC for strengthening referral system, primary health care and community mobilization for improving maternal and newborn health.
- Preparing plan of implementation with the Stakeholders
- Strengthening and establishing the regional maternity referral links and co-coordinating the periodic regional referral meetings.
- Ensuring the timely and coordinated intervention on issues raised in the referral meetings

### **Monitoring and supervision:**

- Executing and monitoring the project plan
- Monitoring the work plans and deliverables of program officers on daily basis
- Monitoring the performance of Program Officers and Community Organizers through periodic field visits and observations
- Conducting timely appraisals of the subordinate staff members

### **Capacity building of team and health care providers:**

- Organizing and conducting training programs for various levels of health care providers and ensuring the availability of skill trainers
- Strengthening and establishing the regional maternity referral links and co-coordinating the periodic regional referral and action group meetings.
- Ensuring the timely and coordinated intervention on issues raised in the referral meetings
- Capacity building of the Program Officers and Community Organizers
- Regular field visits for the observations and monitoring of the field activities
- Conducting monthly review/feedback meetings with the field team

### **Documentation and reporting:**

- Documenting project events and meetings
- Periodic collation of data and writing reports
- Participate in senior management team meetings
- Working on tasks assigned by the senior management
- Working within the framework of the organization's policy.
- Working in other related aspects of the project as and when required
- Managing budget utilization and reporting
- Supporting the Associate Program Director to implement, monitor and evaluate strategic plans and systems
- Presenting information, analysis and stories about the projects and partners to different audiences, including funders
- Handling finances and administrative responsibilities

## **EDUCATIONAL QUALIFICATION & EXPERIENCE**

- Masters in Social Work or allied themes with minimum of 5-7 years of work experience in social field and preferably with health system and community.
- Experience of working in the development sector with team management and strong program implementation experience at least for 2-3 years.
- Ability to work in coordination with a large team
- Ability to understand data and data analysis
- Good knowledge and work experience of Excel, Power point and essential computer skills
- Excellent rapport building and interpersonal communication skills
- Ability to interact with the people of different positions and skill sets for positive outcomes
- Multi-tasking and quick turnaround time
- Ability to work in demanding environment
- Leadership and team management skills/team player
- Strong implementation and problem solving skills
- Managing collaboration/partnerships and net works
- Team dynamic management skills
- Understanding of work ethics and values
- Command on language written and spoken English
- Knowledge of local languages: Hindi and Marathi prefer
- Willingness to travel within Mumbai and MMRDA

## **DESIRABLE QUALIFICATION**

- Familiarity with government systems, departments and informal settlements in Mumbai
- Experience of working with system and community
- Negotiation skills
- Patience to work with system

## **PREFERENCE WILL BE GIVEN TO PEOPLE WITH THE FOLLOWING SKILLS AND COMPETENCIES:**

1. Proficient in reading, writing and speaking in English, Hindi and Marathi,
2. Willingness to travel within Mumbai for fieldwork, with familiarity of the cultural and linguistic diversity in Mumbai
3. Ability to work efficiently to meet deadlines independently as well as in a team
4. Possess excellent communication, observation and listening skills
5. Excellence in Data understanding and analysis

## **MANAGEMENT & REPORTING**

The Program Coordinator reports to the Associate Program Director, and maintains day-to-day contact with all his/her team members i.e. Program officers, community workers.

**Applications to be sent via email to [damini.pandey@snehamumbai.org](mailto:damini.pandey@snehamumbai.org) with Subject line:  
"Program Coordinator, Public system partnerships"**