

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 500+ 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.

ABOUT THE PROGRAM

'Romila Palliative Care- - supports patients with life-limiting illnesses like cancer, stroke, heart ailments etc. 'Romila' means 'heartfelt' and symbolizes the loving, compassionate and competent care that this project hopes to provide patients to enable them to live a life of dignity and hope through their illness. It also supports their family and care-givers to help them look after the patient better, with greater assurance and confidence.

Goal of the Palliative Care Program

To make palliative care available and accessible to all people with life limiting illnesses and alleviate all their health related suffering

Objectives of the Palliative care program

1. To improve the quality of life of patients registered at RPC for palliative care
2. To increase the care givers comfort level in looking after the patients registered with us
3. To increase awareness on palliative care amongst different stakeholders mainly health care providers from public and private hospitals, ICDS staff, community health volunteers and community organizers of SNEHA
4. To train health care providers on palliative care
5. To advocate for palliative care in the public health systems

THE PROFILE: PROGRAM COORDINATOR

THE ROLE

The Program Coordinator is expected to oversee implementation of planned activities of the RPC Centre. The role also expects building strong rapport with RPC team and internal and external stakeholders for better cooperation and support in implementing the interventions. He/She is expected to help to build the teams capacity in planning and implementing the program objectives and deliverables

JOB LOCATION: BANDRA WEST (RPC CENTRE)

DUTIES & RESPONSIBILITIES:

- Implement the plan of intervention with the multidisciplinary RPC team
- Trouble-shooting, guiding and providing a quick response and support to the team
- Manage day to day administration of the centre to ensure high quality of service to patients and caregivers
- Co-ordination between doctors, nurses, counsellors, social worker, volunteers and other specialists who support the patients and care-givers
- Volunteer management and engagement
- Monitor the resource centre of the OPD
- Support the APD in the day to day implementation of the community outreach model and supervise the Program Officer
- Train, mentor, and conduct appraisals of team members.
- Plan and conduct all the activities as per the project timelines. Track the deliverables, analyse the outputs and outcomes to measure progress, evaluating and rectifying challenges.
- Ensure efficient and effective data collection and reporting by the team
- Maintain documentation required in the project
- Ensure the confidentiality and anonymity of the beneficiaries in the project

Management and Reporting

The Program Coordinator reports to the Associate Program Director, and maintains day-to-day contact with all his/her team members

Qualification & Experience

- Master's Degree or higher (Social Work/Psychology/Sociology/ public health)
- Minimum 5 to 6 years' relevant experience
- Prior experience of project management supervision and monitoring

SKILLS & COMPETENCIES

- Negotiation and leadership skills
- Excellent skills of interpersonal communication, presentation skills, writing in English, Hindi and Marathi
- Achievement mind-set and an eagerness to take initiative
- Good Documentation and reporting skills
- Ability to manage change and diversity
- Walking the talk – dependability, consistency and reliability
- Sound values and work ethics
- Experience in documentation, quantitative and qualitative data interpretation
- Self-starting and self-monitoring abilities
- Willingness to travel as per the requirement
- Openness to absorb learning from all contexts
- Effective team management and delegation – setting clear expectations, tracking progress and communicating information people need in their jobs
- Effective planning and implementation skills related to project management
- 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
- Strong sense of empathy, and negotiation and persuasion skills
- Willingness to work late and on weekends, whenever necessary.

Applications to be sent via email to damini.pandey@snehamumbai.org with Subject line: "Program Coordinator_RPC"