

## JOB DESCRIPTION



**OPENING FOR: PROGRAM OFFICER- COUNSELING**

**NAME OF THE PROGRAM: PREVENTION OF VOILENCE AGAINST WOMEN AND CHILDREN -**

**STRATEGY & IMPLEMENTATION**

**JOB LOCATION: DHARAVI**

### **ABOUT THE PROGRAM**

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, mobilize communities around 'zero tolerance for violence', and respond to the needs and rights of excluded and neglected groups. The Program prioritizes 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.

Strengthening community stewardship and management, building sustainability, and deepening interventions on primary and secondary prevention of gender-based violence in urban settlements of Mumbai: communities respond and learn not to tolerate gender-based violence

The program will work on building community participation, mobilization and ownership to show non-tolerance to gender-based violence and take action against it. Its operating model will shift from a service-centered approach to community-based solutions on gender-based violence. The program will work towards integrating and broadening primary and secondary interventions in the community build sustainability and consolidate the evidence on gender-based violence programs. The program's primary prevention work in the last six years has led to a large base of women community volunteers (sanganis). These volunteers identify cases of gender-based violence, provide the first psychological response, intervene in her situation and carry out crisis interventions with the police, medical aid and immediate family intervention before referring the survivor to SNEHA's counselling center. In the next phase, the sanginis will be trained extensively and will be offered field implementation support to provide psychosocial interventions for survivors of violence, and to make support available and accessible to survivors of violence in the community.

### **THE ROLE**

The project will entail community-based counselling and response to survivors of gender-based violence. The counsellors will train and give direction to SNEHA volunteers in two respects: resources (psychosocial assistance with medical consultation, entitlements, and communication with the police) and reasoning (psychological first aid, counselling and initial mental health management).

The counsellor's role will be essentially based in the field where the candidate will be required to handhold sanginis in carrying out psychosocial interventions for survivors of violence. They will be involved in giving guidance in deciding the line of intervention for cases, connecting sanginis to law protectors and other relevant public systems, conduct trainings and carry out case sharing meetings.

SNEHA believes in investing in the professional and personal development of its staff. The program will train the candidate in community-based counselling interventions. Candidates will be given refresher training on basic principles of counselling, women's rights, gender-based violence, and laws relating to women and children to be implemented through SNEHA volunteers.

### **DUTIES & RESPONSIBILITIES**

**The Program Officer (Counselling- Training and mentoring) will be responsible for following responsibility:**

#### **Work package I**

##### **Field-based Guidance and support**

- Provide guidance to sanginis in strategizing crisis interventions that include medical aid, enlisting of police complaint, arranging shelter to survivors of violence and immediately intervening with family members.
- Plan and strategies long-term interventions with sanginis for cases that include counselling with partners/ family member, home visits, community intervention and any other intervention required.
- Provide direction to sanginis in strategizing networking with other relevant stakeholders such as the police, child welfare committee, family court for case intervention and follow-ups.

#### **Work Package II**

##### **Field-based Training and Documentation**

- Conduct regular training with sanginis on secondary intervention modules
- Carry out regular assessment of training administered to sanginis
- Assist sanginis in documenting case intervention
- Carry out regular documentation of trainings provided
- Carry out regular documentation of case interventions

#### **Work Package III**

##### **Field-based Case Sharing Meetings**

- Conduct regular case-sharing meetings with sanginis in cluster areas to help them understand and analyse case interventions.
- Conduct regular case-review meetings with trained sanginis to support and guide them on psychosocial intervention processes to be carried out.
- Provide strategies on communication and negotiation to sanginis to carry out collective actions and follow-up with relevant stakeholders.

#### **Work Package IV**

##### **Administrative responsibility**

- Administrative responsibility of maintaining case records, registers, writing referral letters, writing minutes, collecting, entering and sharing data with the PVWC team, maintaining bill setc.
- Ensuring regular attendance
- Adherence to SNEHA values, policies and guidelines.

- Any other work that may be assigned to achieve the programmatic and organizational goals.

#### **Work Package V MANAGEMENT & REPORTING**

- Report daily to the Program Co-Ordinator.
- Prepare monthly reports
- Contribute to the organizational culture and work of SNEHA
- Participate in the SNEHA program activities

#### **EDUCATIONAL QUALIFICATION & EXPERIENCE**

- **Educational qualification: Master's Degree (Counselling/Social Work/Psychology/Allied).**
- **At least 3-5 years of experience of working on gender related issues or gender-based violence**
- **At least 3 years of experience of working in a community-based counselling interventions and an understanding of community mobilization.**
- Proven ability to carry out trainings with community groups
- Ready to work from the field on a daily basis
- Command over English and Hindi is necessary. Marathi-speaking skills are desirable.
- MS Office and computer skills are necessary.

#### **COMPETENCIES REQUIRED FOR THE JOB**

- Proven ability to work with different community members such as volunteers, members from community-based organizations, government organizations, various stakeholders and service providers in urban informal settlements
- Strong negotiation skills, problem-solving and conflict-resolution abilities, especially when dealing with community members, stakeholders and service providers
- Ability to stay calm, think clearly and give guidance to community members
- Ability to plan and priorities the time allocated to the volunteers.
- Ensure that there is enough cluster coverage by supporting each of the Sanginis in the area allocated to the counsellor.
- Understand and increase the identification of women surviving from violence in the clusters with low outreach

#### **DESIRABLE**

- Unflinching commitment to gender equality and women's rights.
- Ability to put aside personal biases and religious/cultural/social/economic upbringing/values when working with survivors of violence.
- Effective communication and inter-personal skills.
- Strong and negotiation and persuasion skills.
- Sound values and work ethics.
- Willingness to travel within Mumbai and its environs.
- A desire to learn and grow as a professional.

#### **APPLICATIONS**

Interested applicants can send their updated CVs to [sejal.kandalgaonkar@snehamumbai.org](mailto:sejal.kandalgaonkar@snehamumbai.org) with Subject line- **PROGRAM OFFICER COUNSELING**