

## **ABOUT SNEHA**

SNEHA, a Mumbai-based non-profit with over 450 staff, focuses on improving health and nutrition in urban slums. Using a life-cycle approach, it addresses critical health and nutrition needs at key stages—from adolescence to family planning—aiming to enhance outcomes for women and children in vulnerable communities across Mumbai and the Mumbai Metropolitan Region.

It focuses on enhancing urban health by empowering both care seekers and providers. We work with informal settlement communities to drive change and partner with public health systems to ensure sustainable improvements. Our programs include Maternal and Child Health, Empowerment Health And Sexuality of Adolescents, Public System Partnership, Prevention of Violence against Women and Children, SNEHA Shakti, Palliative Care, and Livelihood Generation.

## **ABOUT THE PROGRAM**

The Romila Palliative Care (RPC) Program began as a pilot in January 2017. Palliative care is an approach that improves the quality of life of patients and their families facing the problem associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.

## **"WHAT'S IN IT FOR ME" (WIIFM) - AT SNEHA**

At SNEHA, our fundamental belief is that prioritizing people is key, demonstrating our strong dedication to nurturing a supportive and growth-driven atmosphere. We uphold an open-door policy that champions transparency and open dialogue. We actively invite employees to voice their ideas, feedback, and concerns, fostering a culture where innovation and teamwork can flourish.

***If you value excellence and are passionate about nurturing individuals, SNEHA is the perfect place for you!!***

For detailed Information visit our website: [www.snehamumbai.org](http://www.snehamumbai.org) and follow us on:

<b><u>SNEHA - SOCIAL MEDIA HANDELS</u></b>	
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	<a href="https://www.linkedin.com/company/544355/">https://www.linkedin.com/company/544355/</a>
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## PROFILE SNAPSHOT

### Designation: Director, Romila Palliative Care

- ✚ **Role:** The Director of RPC will lead SNEHA's Palliative Care Program, overseeing its development, implementation, and local operational plans. This role ensures quality care, efficient human resource planning, effective financial management, and sustainable growth through donor relations and developing a sustainable model for the Romila Palliative Care program.
- ✚ **Educational Requirement:** Bachelor's degree in medicine (MBBS or BAMS)
- ✚ **Experience:** Minimum of 15 years of working experience, preferably with some exposure to the development sector and with experience in leading teams.
- ✚ **Location:** Across Mumbai
- ✚ **Reports to:** CEO
- ✚ **Apply:** Applications are to be sent via email to [damini.pandey@snehamumbai.org](mailto:damini.pandey@snehamumbai.org) with the Subject line: "Position Name mentioned in the JD"

### **Comprehensive overview of the position**

#### **Core Responsibilities**

#### **Project Outline:**

- Lead strategic goals and translate them into specific operational plans with the support of the expert panel of doctors, counsellors, and advisors.
- Responsible for growth, clinical quality, human resource management, patient experience, stakeholder relations, and ensuring all initiatives align with the strategic vision.
- Identify and engage new donors while managing existing donor relationships to ensure financial sustainability.
- Develop and implement a sustainable model for RPC, ensuring long-term viability of the program.
- Maintain and nurture relationships with team members, medical staff, patients, caregivers, and key stakeholders, both internal and external.

#### **Strategic Decisions:**

- Develop and administer the overall program plan and budget, ensuring fiscal responsibility and sustainability while maintaining good human resource management practices.
- Collaborate with medical, nursing, counselling, para-medical and management experts as well as government stakeholders to develop and execute strategic goals.
- Lead the palliative care initiative and ensure its alignment with broader organizational goals.

#### **Marketing Strategies:**

- Develop and execute marketing strategies to enhance awareness, increase clinic enrolments, and optimize service delivery.

**Build Relationships:**

- Foster collaborative relationships with internal and external stakeholders, including local physicians, staff of public health facilities, partner NGO's and service providers.
- Identify and conclude new funding opportunities and manage relationships with current donors, ensuring timely reporting, compliance, and meeting of contractual obligations to sustain the program.
- Identify and manage research partnerships with academic bodies along with SNEHA's Director - Research

**Monitoring:**

- Monitor and ensure the program's growth, clinical quality, patient satisfaction and adherence to quality standards. Collaborate with medical experts to maintain and review Standard Operating Procedures (SOPs) and track adherence to the same.
- Oversee monitoring and evaluation processes, including weekly, monthly, half-yearly, and annual reporting.

**Donor and Financial Management:**

- Identify new donors and develop proposals for securing long-term financial support for RPC.
- Manage relationships with current donors, ensuring all reporting, compliance, and funding obligations are met.
- Create a financial model for the sustainability of RPC, including fund allocation, budgeting, and forecasting.
- Ensure that all program activities align with the financial goals, working closely with the finance team to track and manage program funds effectively.
- Develop a strategy to optimize fund usage and scale the program to serve more beneficiaries without compromising quality.

**Management Responsibilities:**

- Conduct regular field visits to project sites, community centres, and public hospitals to enhance network connections.
- Facilitate team meetings to plan activities and strategies for stakeholder engagement.
- Ensure that policies and strategies are effectively implemented and reported on time.
- Provide strong implementation skills to ensure program delivery within timelines and budgets.
- Effectively manage, delegate, and communicate expectations to the team, tracking progress and providing necessary information.

**Others:**

- Seek input from academic and medical experts, community partners, and caregivers to implement optimal palliative care services.
- Develop and execute a volunteer strategy, working closely with volunteers and stakeholders.

- Contribute to the organizational culture and work of SNEHA, participating in research, strategic planning, and other organizational meetings.
- Work with SNEHA's capability manager to create and implement a training plan for staff development.
- Ensure legal and regulatory compliance across all operational areas
- Build and maintain a sustainable model for RPC that integrates funding sources, cost efficiency, and service expansion.
- Promote learning exchange between RPC and other palliative care providers and actively advocate "best practices"

### **Critical Traits**

- Demonstrated ability to manage diverse teams, uphold professionalism and manage delegation effectively.
- Fluency in English and Hindi
- Self-motivated and driven to achieve program and organization goals, with strong risk management skills.

### **Behavioral Competency**

- Strong planning, implementation, and problem-solving skills.
- Ability to multitask and work through established systems and procedures.

***"Come and be a catalyst for innovation and positive change—apply today to shape the future with us!"***