

JOB DESCRIPTION



OPENING FOR: PROGRAM COORDINATOR- COUNSELING

NAME OF THE PROGRAM: PREVENTION OF VIOLENCE AGAINST WOMEN AND CHILDREN

ROLE REPORTS TO: THE PROGRAM DIRECTOR

JOB LOCATION: DHARAVI, PAREL MUMBAI.

ABOUT THE PROJECT

We run a project on domestic violence and mental health using an integrated stepped care model, which includes components of counseling, legal intervention, community mobilization and prevention, and working with duty bearers, and ties in the technology-based social innovation the Little Sister mobile application. It covers informal urban settlements of Dharavi, Govandi, Malwani, Mankhurd and Parel. The scope of the program is to work on primary, secondary and tertiary interventions to prevent violence. Primary prevention aims to create an ecosystem that is intolerant of gender-based violence by raising awareness through group education and campaigns, creating a cadre of volunteers from communities to identify cases of violence, refer women at an early stage of domestic violence and provide them assistance to prevent it from reoccurring. Secondary prevention of violence through crisis intervention and extended response (including counseling) is delivered by counselors trained in addressing gender-based violence. The tertiary interventions include extended legal and therapeutic responses that engage with the police, district free legal aid services and public hospital.

THE ROLE

The Program Coordinator is responsible for coordinating and integrating primary, secondary and tertiary interventions and implementing the project goals and activities as per the timeline, the results framework and the budget. The Program Coordinator also plays a critical role in programmatic leadership and development, as well as in supporting the Program Director and Associate Program Director in carrying out finance, human resources, and administrative functions. The incumbent participates in team planning, recruitment and evaluation, and organizational and strategic planning processes. The Program Coordinator maintains day-to-day contact with all his/her team members: counselors, community organizers, and administrative staff.

DUTIES AND RESPONSIBILITIES

Overall efficient day-to-day coordination of project activities

- Managing daily functioning of the crisis counseling centers and implement the stepped-care model on mental health and domestic violence with the team of project officers and community organizers. Trouble-shooting, guiding and providing a quick response and support in crisis.
- Co-ordinating all crisis counseling activities such as immediate relief and support, and long-term intervention (extended response) and services to women and children facing violence and to family members and perpetrators, and integrating mental health interventions.
- Networking with other service providing agencies in the interest of the survivor of violence and making appropriate referrals (police, legal, health, and NGOs).
- Conducting visits to shelter homes and organizations working with women with disabilities to counsel women facing violence.
- Liaising with the ICDS health posts and conducting capacity-building sessions for their staff.
- Ensuring all case records are being documented and counseling data is regularly, efficiently and effectively maintained by the counseling and teams.
- Supervise the activities of the counseling.
- Support the Program Director in standardizing and integrating stepped care model across all counseling centers

- Planning and conducting all the activities as per the project Results Framework. Tracking the deliverables, analyzing the outputs and outcomes to measure progress, evaluating and rectifying challenges. Preparing monthly, quarterly and annual reports as required by the Program.
- Assisting in organizing and planning events for the counseling centre and community centre.
- Ensuring the confidentiality and anonymity of the beneficiaries in the project.
- Adherence to SNEHA values, policies and guidelines.

Finance, Human Resources, and Administration

The Coordinator oversees finance, human resources, and administrative functions, including:

- Managing project budget(s) and maintaining accounts. Preparing monthly budgets.
- Ensuring that voucher submission and accounting timelines are met by team members.
- Ensuring that staff members are trained for their roles as well as ensuring personal development. Mentoring and appraisal of team members.

MANAGEMENT AND REPORTING

- Strong implementation skills and ensuring results within timelines and budgets.
- Effective team management.
- Effective delegation: setting clear expectations, tracking progress and communicating information people need on their jobs.
- Ability to work with a variety of stakeholders from government organizations and community organizations.
- Ability to stay calm, think clearly and give guidance in a crisis.

Shared Responsibilities of all Senior Team Members

In addition to the essential duties and responsibilities listed above, all team members are expected to contribute to the following shared responsibilities:

- Participate in team planning processes.
- Participate in team recruitment and evaluation processes.
- Contribute to organizational and strategic planning processes.

QUALIFICATION AND EXPERIENCE

- Master's Degree or higher (Counselling/Social Work/Psychology/Allied).
- At least 5-7 years of relevant experience.
- Prior experience of project management in the area of gender based violence
- Oral and written command of English and Hindi.
- MS Office.

DESIRABLE

- Hindi- and Marathi-speaking skills are desirable.
- Prior experience in working with survivors of gender-based violence is preferred.
- MIS or database management.

SKILLS REQUIRED FOR THE ROLE

- 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 relationship-building and networking skills; Strong sense of empathy, and negotiation and persuasion skills.
- Sound values and work ethics.
- Willingness to work late and on weekends, whenever necessary.
- Ability to solve problems in the community, and commitment to community engagement.

APPLICATIONS

Interested candidates can send their CV's and cover letter by Date via email on: recruitment@snehamumbai.org with Subject Line- **PVWC- Program Coordinator, Counseling-Gender Matters**