

Terms of Reference (ToR)

Position:	Community Facilitator
Location:	Mumbai, Maharashtra
Duration:	31 March 2026
No. of Positions:	20

Purpose of the Assignment

The Community Facilitator will support implementation of community- and facility-linked interventions under the project to strengthen HIV case identification, linkage to care, treatment continuity, and retention. The role is designed to be flexible and responsive, enabling support across loss-to-follow-up (LFU) tracking, peer navigation for index testing, and facilitation of client movement and engagement across ICTCs, Targeted Interventions (TIs), and ART centres.

Key Responsibilities

The Community Facilitator will be responsible for the following, based on project needs and priorities:

- Support tracking and follow-up of PLHIV who are lost to follow-up (LFU) or at risk of treatment interruption, in coordination with facility and program teams.
- Support peer navigation for index testing and partner notification activities, including accompaniment and follow-up of eligible partners or contacts, as appropriate.
- Facilitate client navigation and referrals across ICTCs, TIs, CSCs, and ART centres to ensure smooth linkage and continuity of services.
- Support increasing HIV case detection to unreached areas/avenues and hard-to-reach communities & At-Risk population and augmentation of Enhanced Social Network Strategies (eSNS).
- Support for exploring opportunity gaps analysis, engagement with network operators, including virtual at-risk populations, and youth-friendly HIV services.
- Conduct community-based follow-ups, home visits, and phone-based tracking, as required, in line with confidentiality and safety protocols.
- Outreach follow-up of clients due for Viral load/CD4 count testing, EAC, and SACEP according to respective SOPs.
- Identify and reach LFUs and virally unsuppressed clients in the assigned mandal and provide ART adherence, treatment support and offer index testing options. Facilitate testing of contacts as per their preferred testing option in collaboration with staff at testing facilities, including community-based screening.
- As per need update the data gaps in outreach outcomes, address and contact information of PLHIV, line lists and registers.
- Accompany clients to health facilities, where needed, to support access to HIV testing, ART initiation, follow-up visits, or other services.
- Coordinate with facility staff at ICTCs, TIs, and ART centres to facilitate client visits, referrals, and follow-up actions.
- Support documentation and reporting of field activities, including follow-up outcomes, referrals, and linkage status, using prescribed formats or tools.
- Provide basic information, guidance, and peer support to clients on HIV testing, treatment, and available services, in a non-judgmental and rights-based manner.
- Support outreach and community engagement activities as assigned, based on emerging program priorities.
- Maintain confidentiality, dignity, and respect in all interactions with clients and community members.
- Undertake other field-based and community support activities as assigned by the program team to support project objectives.

Qualifications

- 12th pass or above
- Qualification may be relaxed for individuals from the community (Key population / PLHIV)

Experience

- Prior experience working with HIV programs, community-based health interventions, or social sector projects is preferred.
- Experience in community outreach, peer support, follow-up, or navigation roles is desirable.
- Familiarity with working with or within key population communities and/or PLHIV networks is an advantage.

Skills and Competencies

- Preference for individuals identifying as part of key populations and/or the PLHIV community, with an education level of 12th standard or above.
- Good understanding of HIV-related issues, stigma-sensitive approaches, and community engagement principles.
- Strong interpersonal and communication skills, with ability to engage respectfully with diverse communities.
- Good knowledge of Mumbai geography, including local areas, transport systems, and community settings.
- Willingness and ability to travel extensively within Mumbai and surrounding areas, as required.
- Ability to work flexibly across community and facility settings, including ICTCs, TIs, and ART centres.
- Basic documentation skills and ability to follow reporting formats and instructions.
- Commitment to confidentiality, ethical conduct, and rights-based service delivery.
- Ability to work independently as well as part of a multidisciplinary team.

The position requires a strong commitment to HIV/AIDS and Sexual and Reproductive health and civil society initiatives in India and a demonstrated interest in engaging with relevant issues.

***Alliance India** is an equal opportunity employer. Applications are welcomed and encouraged by people most affected by the epidemic and living with HIV, and the members of the key population we work for.*

*As a matter of policy, **Alliance India** operates rigorous recruitment and selection procedures and checks.*

Interested candidates meeting the above criteria are requested to submit their Resume along with a cover note to recruit@allianceindia.org before the closing date. Please indicate the title of the position applied for in the subject line of your e-mail.

The fee will be commensurate with experience and qualification and in accordance with our fee structure for District-level positions. Mention your current salary / fee details in the cover note.

India HIV/AIDS Alliance

6 Community Centre, Zamrudpur, Kailash Colony Extension, New Delhi – 110 048

Tel: (011) 4536 7700

Email: recruit@allianceindia.org

Website: www.allianceindia.org

Closing date for receipt of complete applications: 8th February 2026. However, considering the urgency of the requirements, applications will be considered on a rolling basis. Those who can join us on an immediate basis are only required to apply.

Please note that we will not be able to notify all applicants. Only short-listed candidates will be notified about subsequent selection procedures.