



Program Manager Chicago Lights Social Services Center

Updated September 2023

Classification: Exempt
Status: Regular, Full Time
Reports to: Program Director

Program Description

The Chicago Lights Social Service Center connects with over 1,300 adults to encourage self-development, deep connections, and brighter futures through case management, enrichment programming, and food and clothing services.

Operations: The Social Service Center operates a drop-in program Tuesday through Friday from 9:30-11:30 AM. Drop-in services is a fast paced environment that seeks to service 35 participants in a two-hour window of time. The Program Manager will act as “staff lead” during this time and is responsible for ensuring that all employees, volunteers, and participants work together to provide a smooth program delivery focused on principals of hospitality and engagement. During drop-in hours, the Program Manager will provide support to volunteers as needed, both with orientation and ensuring that volunteers are adhering to program guidelines. The Program Manager will ensure all employees are working in their assigned stations and will provide support when incidents occur. The Program Manager will greet all participants, work towards establishing participant relationships, and ensure that each participant’s needs are met during their visit to the Social Service Center.

Volunteer Engagements: The Program Manager will oversee all programming related to volunteer engagement, orientation, and recruitment. The Program Manager will get to know all volunteers and ensure that their dedication to the Social Service Center is acknowledged and celebrated. The Program Manager will ensure that volunteer shifts are appropriately staffed and that all new volunteers are provided with an orientation opportunity. The Program Manager will mediate all volunteer concerns that arise to ensure needs of the program and volunteers are met. Throughout the year, the Social Service Center hosts volunteer groups. The Program Manager will work with volunteer groups to establish an agreed upon schedule and will lead all volunteer groups through a successful day of service.

Partnerships: The Social Service Center closely partners with several corporate partners to provide donations to the program. The Program Manager will recruit new program partners and serve as the main contact for all existing corporate partnerships.

Donations: The Program Manager supports the Program Assistant in the management, organization, and processing of all clothing donations for the Share Shop. The Program Manager will ensure that all procedures are followed and that donation spaces such as the processing room and the Share Shop are kept in tidy and orderly condition.

Primary Responsibilities

- Act as staff lead for all employees, volunteers, and participants during program hours Tuesday through Friday from 9:30-11:30 AM.
- Regularly review, update, and revise program guidelines and procedures for the Share Shop and Food Pantry programming.
- De-escalate any incidents that take place during programming hours and complete timely documentation of any incident notes.
- Serve as the primary contact for all individual and group volunteer experiences at the Social Service Center.
- Recruit, train, manage, and foster positive working relationships with all program volunteers. Ensure that all SSC programs are fully staffed with volunteers, and that volunteers have meaningful volunteer experiences.
- Manage the SSC volunteer recruitment account through posting volunteer positions and confirming, coordinating, and training all volunteers.
- Regularly research and engage in volunteer recruitment opportunities through the development of internal and external partnerships.
- Regularly research and engage in donor partnership opportunities that benefit Social Service Center programming.
- Oversee all current external partners and ensure that data, impact stories, and expressions of gratitude are completed on a regular basis and shared with social media teams.
- Attend all meetings as required.
- Use the S.P.I.R.I.T. principles of hospitality when interacting with visitors, guests, members, and staff of Fourth Presbyterian Church and Chicago Lights.
- It is impossible to convey every single task into one job description. As the role evolves over time, this job description will be adjusted accordingly.

Schedule

- 40 hours per week; Monday Remote, Tuesday-Friday 8:30 AM-4:30 PM onsite with very occasional required work outside of normal hours and on weekends.

Qualifications

- Familiarity in working with people experiencing a variety of individual and systemic barriers including housing and income instability, mental health, and substance use issues.
- Bachelor's degree in social work or related field required.
- Knowledge of social service agencies in Chicago.
- Excellent verbal and written communication skills.
- Salesforce database experience preferred; Microsoft Word and Excel required.
- Strong organization and planning skills.
- Ability to multi-task and work on a diverse array of projects.
- Excellent interpersonal skills; ability to successfully relate to a diversity of individuals.
- Understanding of and commitment to providing trauma informed care with experience de-escalating conflict
- Strong work ethic and judgment, apparent collaboration skills, and a commitment to Chicago Lights' mission.
- Commitment to racial equity and social justice: Recognize the role of race, income, age, immigration status, and other identities in shaping disparities, and work toward amplifying community voices to advocate for equity. Recognize how your own identities show up in the work, and welcome, reflect on, and act on feedback with an eye toward continuous learning about race, ability, and other lines of difference.

Robust Benefits Package

- Medical insurance (church pays 85% of employee monthly premium and 75% of eligible dependents)
- Optional dental and vision insurance plans
- Generous 17 days of PTO plus 11 paid holidays
- 403b retirement plan (employer contributions after one year of employment)
- FSA for unreimbursed medical and dependent daycare expenses
- Mass transit and commuter parking benefits
- Life and short-term disability insurance, optional life insurance, and long-term disability plan

Application Process

- Interested candidates should: (1) email their resume to jobs@fourthchurch.org and (2) include their salary requirement in the body of the email.
- Email subject line should read Your name/Program Manager- Chicago Lights Social Service Center
- No phone calls, please.
- Fourth Presbyterian Church/Chicago Lights seeks to fill this position as soon as possible and will work actively to build a diverse pool of candidates.

Physical Requirements and Work Environment

The physical demands and work environment described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodation may be made to enable individuals with different abilities to perform essential functions.

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15-25 pounds at times.
- Must be able to access and navigate each department at the organization's facilities.
- If the current health conditions dictate, one must be able to participate in online virtual communications, including email, video conferencing, and other online tools used to facilitate virtual office culture and work sharing.
- Smoke- and drug (illegal or recreational)-free environment.
- Fourth, Chicago Lights aims for accessibility in any off-site location that we have control of, but some of them may not be fully accessible.
- This role routinely uses standard office equipment such as computers, phones, and scanners. An employee is regularly required to communicate effectively via computer, via phone, and in person.
- Fourth Presbyterian Church's/Chicago Light's office is located in downtown Chicago.

EEO Statement

Fourth Presbyterian Church / Chicago Lights is committed to equal employment opportunity for all qualified applicants and employees, without regard to race, color, citizenship status, national origin, ancestry, sex, sexual orientation, pregnancy, gender identity and/or expression, age, creed, physical or mental disability, genetic information, marital status or familial status, veteran status, military status, source of income, political affiliation or any other factor protected by law. We intend that all qualified applicants be given equal opportunity, and that selection decisions be based on job-related factors