



SOCIAL SERVICES PROGRAM MANAGER- Chicago Lights Social Services Center

Job Description

August 2026

Classification: Exempt

Status: Regular, Full Time

Reports to: Program Director of Social Services

Program Description

The Chicago Lights Social Service Center connects with over 1,700 adults to encourage self-development, deep connections, and brighter futures through case management, enrichment programming, and food and clothing services.

Summary Description

The Program Manager provides hands-on leadership for the day-to-day operations of the Social Service Center's drop-in, food pantry, clothing closet, outreach, donation, and volunteer programs. This position ensures programs are well organized, appropriately staffed, responsive to participant needs, and operated safely and effectively.

The Program Manager supports drop-in programming Tuesday–Friday, including participant check-in, service delivery, conflict de-escalation, and volunteer support. The position oversees food pantry, clothing closet, and outreach operations; supervises one part-time employee; and provides day-to-day leadership to a rotating base of 30–50 volunteers. Responsibilities include volunteer recruitment, orientation, training, scheduling, engagement, and coordination of corporate and nonprofit volunteer groups.

The Program Manager also manages relationships with existing donation partners and identifies new partnerships that provide material goods and other resources to support Social Service Center programming. The ideal candidate is highly organized, collaborative, adaptable, and comfortable balancing participant services, program operations, volunteer leadership, and problem-solving in a fast-paced environment. This is a hands-on, highly visible role. The successful candidate will be comfortable moving between administrative work, participant-facing service, volunteer leadership, and physical program operations throughout the day.

Primary Responsibilities

The Program Manager role will spend their time in the following ways: Programs Operations & Participant Services (40%), Food Pantry/Clothing Operations (30%), Volunteer Management (25%), and Partnerships & Resource Development (5%). The primary responsibilities for the Program Manager include but are not limited to:

- Supports all aspects of drop-in program operations Tuesday through Friday from 9:30-11:30 AM.
- Supports the Outreach program from 11:30-12:30 Tuesday through Friday.
- Work with Program Director and Associate Director to de-escalate any incidents that take place during programming hours and complete timely documentation of any incident notes.
- Oversee all aspects of the food pantry including ordering food, unloading food delivery, organization of shelves, and adherence to food safety protocols.
- 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 with material goods.
- Supervise Program Assistant and train employees to ensure they support all donation and volunteer programming/operations within a part-time work week.
- 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.
- Perform other duties as assigned to support the mission and operations of the Social Service Center.

Schedule

- 40 hours per week; Monday–Friday, 8:00 AM–4:00 PM. This position follows a hybrid schedule, with four days onsite and one rotating remote workday per week.

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

Compensation

The salary range for this position is \$51,000-\$53,000 annually, based on experience and qualifications.

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, human services, nonprofit management, or a related field, or equivalent professional experience in social services, community outreach, volunteer management, or nonprofit operations.
- At least one year of experience in Social Services field.
- Ability to lift 30 pounds and perform physical tasks associated with food pantry and clothing closet operations
- Ability to manage multiple tasks in a fast-paced environment.
- Experience using CRM software such as Salesforce, etc.
- Knowledge of social service agencies in Chicago.
- Excellent verbal and written communication skills.
- Salesforce database experience preferred; Microsoft Word and Excel are required.
- Willingness to obtain ServSafe Certification ASAP
- 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 conflicts
- Strong work ethic and judgment, strong collaboration skills, and a commitment to Chicago Lights' mission.
- Strong attention to detail and excellent organizational skills
- 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.

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 30 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 Church/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.

Application Process

- Interested candidates should: (1) email their resume to jobs@fourthchurch.org.

EEO Statement

Fourth Presbyterian Church and Chicago Lights are committed to equal employment opportunity for all qualified persons, without regard to race, color, citizenship status, national origin, ancestry, sex, sexual orientation, gender identity and/or expression, age, creed, physical or mental disability, marital status or familial status, veteran status, military status, source of income, political affiliation, or any other factor protected by law. Fourth Church and Chicago Lights seek to build and retain a diverse staff and is committed to fostering an equitable and inclusive workplace where everyone is treated as a respected and valued member of the team.

Fourth Church and Chicago Lights are committed to elevating the voices of individuals of all backgrounds, including but not limited to women and people of color, Native people, immigrants and refugees, low-income people, LGBTQ+, and transgender, gender non-conforming, and non-binary people, people with disabilities, and accordingly encourage qualified individuals from all communities to apply.