CLARETIAN ASSOCIATES
Building Community in South Chicago

3039 E. 91st Street– Chicago, Illinois, 60617 – 773-734-9181

POSITION DESCRIPTION

Job Title: CP4P Program Manager

Reports to: Director of Community & Safety Programs

Department: Community and Safety Programs

Classification: Regular Full-Time **FLSA: Exempt**

Date: September 2026

ORGANIZATION SUMMARY

Claretian Associates builds community within the culturally diverse neighborhood of South Chicago by working with community leaders, residents, and organizations to provide affordable housing and related services for low- and moderate-income people, build resident-based leadership, and serve as a catalyst for innovative solutions that improve quality of life.

PROGRAM SUMMARY

Communities Partnering 4 Peace (CP4P) is a citywide collaborative of community-based agencies across Chicago working together to reduce rates of community violence. CP4P agencies and their partners are located in neighborhoods with the highest rates of violence, and are committed to hyper-local programming, restorative justice practices, trauma-informed approaches, and principles of nonviolence.

POSITION SUMMARY

The CP4P Program Manager provides day-to-day leadership, operational oversight, and strategic direction for Claretian Associates' community violence intervention and street violence prevention work. The Manager is responsible for the daily operation of a multidisciplinary team including outreach supervisors' and workers, peacekeepers members, case managers, victim advocates, and administrative support staff. The Program Manager works closely with the Director of Community & Safety Programs, and senior management to create operational efficiencies, strengthen performance, leverage internal and external partnerships, and advance Claretian Associates' overall violence prevention strategy.

MAJOR RESPONSIBILITIES

Program Operations and Violence Prevention Strategy

- Oversee the daily operation of the CP4P program and coordinate the work of a multidisciplinary team of outreach worker, case management, victim services, peacekeeper activities, and administrative support.

- Direct daily program activities, staff deployment, community outreach, incident response, and crisis response efforts in neighborhoods experiencing high levels of gun and street violence.
- Monitor emerging conflicts, shooting patterns, retaliation risks, community concerns, service needs, and other neighborhood conditions and translate that information into responsive violence prevention strategies.
- Adjust staffing plans, deployment, priorities, and program strategies when violence trends, community conditions, funding requirements, or organizational priorities change.
- Maintain clear operational systems, workflows, communication structures, and accountability measures that support timely and coordinated program delivery.

Staff Leadership and Supervision

- Provide leadership and supervision to program supervisors and other direct reports, and ensure effective oversight of outreach workers, peacekeepers/foot team members, case managers, victim advocates, and administrative staff.
- Recruit, interview, select, onboard, and retain staff who demonstrate the judgment, credibility, professionalism, and community relationships necessary to perform violence prevention work effectively.
- Establish clear performance expectations and provide ongoing coaching, feedback, professional development, corrective action, and performance management as needed.
- Strengthen team morale and staff engagement while recognizing the demanding nature of community violence intervention work and promoting appropriate staff wellness and self-care practices.
- Navigate team conflict and changing circumstances effectively, regroup staff when priorities shift, and maintain focus during high-pressure or rapidly evolving situations.

Data, Performance, and Continuous Quality Improvement

- Review and interpret program data, violence trends, service activity, outcomes, and performance measures to identify patterns, gaps, priorities, and opportunities for improvement.
- Use data to support staffing decisions, community deployment, program planning, violence prevention strategies, and ongoing performance management.
- Prepare and communicate program performance updates, trends, challenges, and recommendations to senior management, the executive team, funders, partners, and other stakeholders as appropriate.

Partnerships, Community Engagement, and Representation

- Build and maintain strong relationships with neighborhood leaders, residents, social service providers, community organizations, schools, hospitals, public agencies, violence prevention partners, and other stakeholders supporting community safety.

- Represent Claretian Associates at community meetings, violence prevention tables, partner convenings, funder meetings, public forums, and other relevant events.
- Serve as a knowledgeable and credible spokesperson for the organization on community violence prevention, street outreach, intervention strategies, program accomplishments, and community safety needs.

Grant, Budget, and Administrative Oversight

- Work with senior management, finance, and development staff to prepare grant reports, respond to monitoring requests, document program accomplishments, and support program sustainability and strategic expansion.
- Assist with development, oversight, and monitoring of program budgets, staffing allocations, expenditures, and other program resources.
- Support organizational planning and identify opportunities to improve efficiency, coordination, service quality, and the overall effectiveness of Claretian Associates' violence prevention work.

REQUIRED QUALIFICATIONS

- Bachelor's degree in social work or related degree, or bachelor's degree with minimum 5 years of relevant work experience. Relevant advanced education or specialized community violence intervention training is a plus.
- Two to five years of progressively responsible supervisory or program management experience in community violence intervention, street outreach, social services, community-based programs, or a related field; experience leading a large, multidisciplinary team strongly preferred.
- Demonstrated knowledge of community violence intervention (CVI), street outreach, violence interruption, victim services, case management, and the social drivers of urban gun and street violence.
- Strong familiarity with the communities served and the systems, organizations, institutions, and informal networks that influence neighborhood safety.
- Demonstrated ability to understand, interpret, and use program data and violence trends to make operational and strategic decisions.
- Strong management skills, including hiring, staff supervision, coaching, performance management, conflict resolution, change management, and team development.
- Excellent written, verbal, interpersonal, and public communication skills, including the ability to represent the organization with community members, partners, funders, and public stakeholders.
- Ability to work a flexible schedule that may include evenings, weekends, community events, and response to urgent program needs.

COMPENSATION

Salary range: $60,000 - $65,000, commensurate with experience

Benefits: Medical, dental, vision, paid time off, and other applicable benefits.

TO APPLY

Submit cover letter and resume to: careers@claretianassociates.org