

Volunteer and Village Visitor Manager

April 12, 2026

About Chicago Hyde Park Village:

Chicago Hyde Park Village (CHPV; <https://chpv.org/>) is an independent 501(c)(3) grassroots membership organization whose mission is to create a community of “neighbors helping neighbors” on the south side of Chicago by providing opportunities for social engagement, educational programs, and facilitating volunteer support services and referrals to foster vibrant healthy aging. CHPV helps its members age in place and remain engaged in the community while mitigating the challenges that can affect us all as we age, such as social isolation, health concerns, and limited access to transportation. CHPV is a member of the national Village to Village Network and collaborates with other local and national organizations to facilitate a community of communities, to promote neighbors being neighbors, and to encourage residents of all ages to remain active and engaged.

Position Description:

The *Volunteer and Village Visitor Manager* is a part-time, hourly position. Chief responsibilities are the recruitment, onboarding, and management of CHPV’s volunteers. This position also manages CHPV’s Village Visitor service, pairing volunteers with older community members for non-clinical socialization, support, and community-building. As a team member in a small organization, flexibility and a willingness to step in where needed is expected. This is a hybrid position requiring equal amounts of online (synchronous and asynchronous) and in-person engagement primarily in Chicago’s Hyde Park neighborhood. This position reports to the executive director.

Volunteer Management:

- Administer CHPV’s volunteer onboarding process across multiple touch points sometimes in coordination with other staff as needed.
- Conduct periodic volunteer trainings and make recommendations for placement.
- Process background checks.
- Input volunteer information and vetting details into the database.
- Maintain communication with volunteers, triage volunteer concerns, document data collected, record volunteer hours.
- Communicate with prospective volunteers.
- Research, recommend, and manage volunteer recruitment strategies.
- Identify, recommend, and manage new volunteer opportunities designed to recruit primarily from CHPV’s membership and the older adult community as well as other sources.
- Work in tandem with staff, board, and committees to augment CHPV’s approach to volunteer appreciation and recognition
- Help ensure a positive overall experience for volunteers

Village Visitor Service Management:

- Serve as CHPV’s primary administrator of the Village Visitor (VV) program.

- Manage VV relationships; communicate regularly with volunteers and service recipients to ensure they are pleased with the match and resolve any issues/challenges
- Ensure accurate record-keeping of VV dyads, service fulfillment, volunteer status, and other data.
- Remain informed about CHPV members to identify prospective VV participants.
- Administer new VV relationships from initial recruitment through all touchpoints and coordination including training, vetting, matching, setting expectations, introductions, and ongoing administration.
- Personally attend and steward new VV dyad introductory meetings. This may occur once or twice a month, typically at the member's residence.
- Timely documentation and reporting of concerns or issues.

Programs:

- Identify, recruit, and assign volunteers for programs and activities
- Staff and support select in-person and Zoom events throughout the year when volunteers are not available or appropriate for certain roles. This may include:
 - Set up space (arrange chairs, set up refreshments)
 - Set up and run AV equipment
 - Manage registration/check in
 - Process financial transactions
 - Assist with clean up as needed
 - Create, launch, and manage Zoom meetings

Other:

- Serve on CHPV working committees as assigned.
- Identify and participate in professional development opportunities to better serve our members and volunteers.
- In tandem with staff and working committees, research, recommend, and help implement organizational policies and best practices.
- Other duties as assigned.

Minimum Qualifications:

- Bachelor's degree preferred or comparable professional experience.
- Self-motivated; ability to work both independently and collaboratively.
- Flexibility with schedule and tasks (position may require occasional evenings or weekends subject to time-and-a-half overtime compensation).
- Ability to prioritize projects; strong organizational and time management skills.
- Well-developed customer service skills.
- Demonstrated ability to handle sensitive information with discretion and maintain confidentiality.
- Computer skills including Mac/Apple, Microsoft Office, Google Workspace Suite, and ability to learn our website platform and database.
- Must complete Dementia Friends training within a reasonable time of hire and Dementia Champion or Dementia Resource Champion training within 1 year of hire.

Preferred Qualifications:

- Demonstrated commitment to social service/not-for-profit work.
- Previous experience with older adults and/or people living with dementia
- Interest in and knowledge of community development and older adult services.
- Master's degree or equivalent professional experience.

Hours: Up to 10 hours per week, both remote and in-person. Occasional evenings and/or weekends subject to time-and-a-half overtime compensation.

Compensation and Benefits: \$20-25/hour commensurate with experience, paid monthly. Two weeks of PTO paid out as bonus pay in the final payroll of the year.

How to Apply:

Send a cover letter up to one page and a resume or CV to jobs@chpv.org. Please address the specifics of the position and your qualifications in the cover letter. The position will remain open until filled.

CHPV Equity Statement:

<https://chpv.org/mission>

Chicago Hyde Park Village (CHPV) strives for an innovative, welcoming, and inclusive environment. We commit to providing programs and services that reflect the interests and needs of older adults in Hyde Park and the surrounding neighborhoods. To achieve this, CHPV adheres to best practices in accessibility for persons living with disabilities including and not limited to hearing loss, deafness, low vision, blindness, limited mobility, neurodiversity, and cognitive impairment. Our goal is to increase diversity to reflect our surrounding community and celebrate people of all backgrounds and experiences, including race, ethnicity, ability, socioeconomic status, gender, sexuality, and all other identities and intersectionalities. In an effort to uphold our promises, CHPV will periodically self-evaluate and actively solicit feedback from members, volunteers, and community partners to ensure positive outcomes and evolve the operations of our organization.

Chicago Hyde Park Village commits to:

1. Representation and respect of diverse experiences and backgrounds
2. Programs and services that are accessible, inclusive, and relevant to the older adults in the neighborhoods we serve
3. Recruitment of diverse members, volunteers, staff, and board who reflect our community
4. Using a critical lens to evaluate our services, policies, and practices
5. Implementing anti-ageist, anti-ableist, and anti-racist policies and practices