



Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 900+ people strong and growing!

You could play a key role supporting the **Resource & Referral** Division! Go to our job board to apply:

[job board](#)

The FRC Program Manager job at a glance

General Summary

The Family Resource Center (FRC) Program Manager works with Division Director in assuring that all programs and services offered by the FRC are effective and consistent with CCRC's mission and principles. The FRC Program Manager will be lead in the integration, alignment, and creating seamless services and coordination amongst all program divisions. The FRC Program Manager manages multiple FRC programs within a specific region and reports onsite daily. The FRC Program Manager exemplifies a leadership-team approach fostering a helpful and supportive environment promoting learning to be shared across regions and departments. The FRC Program Manager oversees and participates in all program planning, implementation, evaluation, contract compliance, budget management, staffing, visibility, supervision, resource acquisition/grant writing support, sustainability efforts, strategic planning & implementation and community networking. The FRC Program Manager ensures all cross-system collaboration between division programs, and organizations departments such as accounting, IT, Development, etc. The FRC Program Manager ensures equality, diversity, and inclusion in all aspects of the work. The FRC Program Manager creates and maintains a culture of learning, innovation, and ability to effectively work in cross-system network and engage in strategic partnerships.

Core Benefits!

- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and **90%** vision coverage!
 - There are a variety of medical and dental plans offered.
 - **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a **5% contribution** and may participate in the **match of 50% up to the 1st 7% of deferrals**
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

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The position is full time, exempt, onsite 5 days per week and regularly requires a non-traditional work schedule including evenings and weekends.

The Details of the Job:

Essential Duties And Responsibilities

Within a team environment, Manager will perform the following responsibilities:

Program Management 70%

- Supervise (directly and indirectly) FRC Staff throughout the employment lifecycle, including recruiting, screening, training, coaching, performance managing, and performance appraising.
- Coordinate FRC program alignment between program divisions, leading cross department/division staff meetings
- Ensuring needs of FRC from facilities needs to program needs.
- Maintain strong connections between Program and other CCRC programs and staff.
- Manage a learning system that helps staff and partners align their activities support collective actions.
- Manage and oversee FRC program contracts, budgets, alignment, and outcomes:
 - Fulfill all contractual goals, maintain, a balanced budget, and ensure all required documentation is complete and submitted according to contractual requirements
 - Conduct ongoing, regular evaluation and strategic guidance to ensure continuous quality improvement, including performing regular analysis, identifying potential problems and opportunities, and developing possible solutions/plans
 - Support in identifying funding opportunities and support in the writing and submission of grants

Community Cross-system Networking 30%

- Travel to community locations and offices to engage in networking, outreach, and alignment activities.
- Represent the agency and foster relationships with community partners, funders, and governmental entities (e.g., Department of Public Health, DCFS) to support mission alignment and collaborative efforts.
- Engage in networking, public speaking, and strategic partnerships to strengthen the agency's presence and impact.
- Cultivate, participate, and represent agency presence and leadership local and with Community partners to facilitate mission alignment and collaborative efforts.
- Develop and maintain effective community and funder relations, including but not limited to governmental entities, Department of Public Health, DCFS.

Non-Essential Duties And Responsibilities

These duties include tasks that are required and comprise less than 5% of daily functions for this job:

- Attend agency meetings, trainings and professional development opportunities.
- Assist in special projects, reports, or administrative tasks as needed.
- Other related duties as assigned

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Job Specifications

Minimum Required:

- **Education:** Bachelor's degree in social work, Psychology, Human Development or relevant field.
- **Experience:**
 - **5 years of experience in social work** with a strong focus on family services, including experience in program management, facilitative leadership, supervision, budgeting, quality assurance, contracting, and compliance management within family resource centers.
- **Behavioral:**
 - A deep understanding of the California Child Welfare system and family support principles.
 - Demonstrate awareness of social service policy and best practice areas.
 - Demonstrate experience in program revenue development, including responding to requests for proposals, preparing project/funding proposals, and winning funding.
 - Demonstrate ability to work in a multi-cultural environment.
 - Knowledge of Trauma Informed Care and Equity Practices.
 - Maintain positive communications with all agency staff, clients, and visitors.
 - Support existing agency policies, principles, and mission.
 - Exercise good judgment in performance of duties and responsibilities.
 - Accept full responsibility for self and contribution as a team member and present themselves as a credible representative of the agency.
 - Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adherence with technological security in accordance with Agency policy and legal requirements.
 - Build internal and external customer confidence by providing consistent and high-quality customer service. Ensure alignment with key stakeholders at the State Level and with Partner Agencies
 - Ensure integrated programming to support established program outcomes
 - Keep Leadership informed regarding program status
 - Consistently present a calm, competent and professional image to clients, co-workers, and management.
 - Demonstrate a high degree of judgment, discretion, and decision-making ability.
 - Demonstrate aptitude for working cooperatively as part of a team and collaborate with colleagues.
 - Demonstrate flexibility, innovation, and adaptability to the changing needs of the program, department and agency.
 - Effectively transfer thoughts and express ideas verbally and in writing to individuals and in a group setting.
 - Highly organized with strong time management skills and the ability to work under tight deadlines and pressures with great attention to detail.
 - Honor and establish rapport with socially, culturally and ethnically diverse families while empowering them by building on their strengths.
 - Knowledge of fetal and human development and best practices in working with adults as well as knowledge of infant, toddler, and child development; prenatal and child health requirements.
 - Knowledgeable about local community resources and ability to refer families to appropriate

- agencies.
- Maintain a sense of purpose, value and ownership of work and anticipates and prepare for chosen courses of action.
- Maintain cooperative, diplomatic working relationships with co-workers, supervisors and the public; work as part of a team and collaborate with colleagues in a positive, productive and professional manner.
- Maintain knowledge of human development and best practices in working with adults and children.
- Provide information to clients about maternal and infant health, breastfeeding, parenting, attachment, home safety, family planning, child development and other related topics using a client- centered approach.
- Recognize and take independent action to solve problems.
- Seek out new responsibilities, act on opportunities, generate new ideas, and practice self-development.
- Strong communication and interpersonal skills (i.e. non-judgmental, objective, reflective, empathetic, patient, tactful, etc.)
- Understand one's job duties and responsibilities, keep job knowledge current, and utilize necessary skills to complete work assignments.
- **Travel:** Some travel/business related driving required; Staff members driving on behalf of CCRC may choose to drive a CCRC vehicle or own vehicle and must meet requirements to be an approved driver including holding and maintaining current auto insurance, current California Driver's License and DMV clearance required.
- **Work Schedule:** Full time, typically M-F, at times may need to work a non-traditional work schedule including early mornings, late evenings and weekends.
- **Work environment:** Mixture of working in an office work environment and working directly with the community in their homes. Willingness to work in a traditional setting (i.e. office, full-time remote setting, and/or hybrid schedule (office & remote work)).
- **Background & Health Clearance Requirements: Bridge & FWB**
 - **Background check required.** As a grant-funded Agency supporting Children and Family Services, CCRC conducts background checks commensurate with the role to verify candidate qualifications (criminal history, employment history / experience, education, reference checks) and ensure grant compliance. Specific roles may have additional verification / clearance to the standard background check as part of the recruitment and selection process, including:
 - **Live Scan Clearance / DOJ Fingerprinting:** For positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health and Safety Code Section 1596.871 and/or Head Start Program Performance Standards 1302.90).
 - **Health Clearance:** For positions working directly with the public in a child/ community care or child / community care adjacent setting or working with "at risk" populations, CA Code of Regulations Title 22, §101216, CA Health and Safety Code 1596.7995, and/or Head Start Program Performance Standards 1302.93)
 - **MVR / DMV clearance** in accordance with CCRC's liability insurance provisions: For positions where driving is required.
 - **Child Development Permit:** For positions working in an educational capacity (California Education Code Sections 44242.5, 44340, and 44341)
 - **CPR / Pediatric CPR certification:** For certain identified positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health & Safety Code 1596.865 – 1596.866)

- **Federal Debarment Checks:** For positions acting in a principal capacity to federal funds (Head Start Program Performance Standards 1304.11, Code of Federal Regulations Title 2 Grants and Agreements 2.180.320 and 2.180.995)

Preferred

All minimum requirements above met, plus:

- **Education:** Master’s degree in child development, Early Childhood Education, or a related field such as Human Development, Psychology or Social Work
- **Experience:**
 - 6 years of experience in Early Childhood Education/Child Development and experience working with families and communities.
 - 5 years of experience in supervision, project management and fiscal oversight.
 - Experience working with child abuse families.

Bilingual preferred. Ability to converse, write and/or translate in English and Spanish

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing, or crouching on narrow, slippery, or erratically moving surfaces.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling: Moving about on hands and knees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouching: Bending the body downward and forward by bending the leg and spine.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving: A car, truck, forklift, or other types of moving equipment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling: Perceiving attributes of an object, such as its size, shape, temperature, or texture by touching with skin, particularly that of the fingertips.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grasping: Applying pressure to an object with the fingers.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting (Light): Raising objects from a lower to a higher location / moving object horizontally from one location to another. Lifting up to 30lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting (Med): Raising objects from a lower to a higher location / moving object horizontally from one location to another. Lifting 30lb – 50lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting (Heavy): Raising objects from a lower to a higher location / moving object horizontally from one location to another. Lifting 50lb+ objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Physical Activity

Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward, or outward.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching: Extending hand or hands and extending arm or arms in any direction.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting: Particularly for long periods of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing: Standing or staying on feet for sustained periods of time.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Twisting: Turning from right to left at the waist.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking: Moving about on feet to accomplish tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Notices

Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Accommodations

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.

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