



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 1200+ people strong and growing!

You could play a key role supporting the **Early Care & Learning** Division! Go to our job board to apply: [job board](#)

The Family Advocate job at a glance

General Summary

Under general supervision, the Family Advocate implements Early Care and Learning's full range of services: health, nutrition, wellness, medical needs, social services, and parent involvement to families served by Early Care and Learning options while maintaining confidentiality of children, families and providers involved in the program.

This position is full-time at a center location and may also require working nights and weekends.

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!

The Details of the Job:

Essential Duties And Responsibilities

Within a team environment, this position performs the following responsibilities:

Family Partnership and Comprehensive Services (60%)

- Conduct Needs Assessments to facilitate referrals, exchange information and resolve issues and concerns.
- Develop partnerships to assist families in identifying capabilities and needs to set realistic goals for themselves and their family.
- Complete Well-Being Calls to each family in the caseload; travel to complete calls when required.
- Attend IEP/IFSP meetings based on the needs of their caseload; travel to participate in meetings when required.

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- Track and input Non-Federal Match (as needed) for all families in caseload.
- Follow-up on services to assure delivery is completed on a timely manner and addresses the needs of the family.
- Effectively communicate with all Early Care and Learning program areas to ensure program services are being provided and implemented.
- Participate in Program Team Meetings, prepare and present case presentation.
- Monitor and review health information including physicals, dentals, and immunization records; and provide support and follow up to parents on missing requirements.

Parent Engagement and Program Governance (20%)

- Encourage assigned families to participate in parent orientation, parent committee meetings, Policy Council and other parent activities.
- Assist Program Governance staff and Center Director with Center Committee Meetings and parent workshops.
- Work collaboratively with Center Director to ensure the needs of families and caseloads are met.

Program Compliance and Administrative (20%)

- Monitor attendance on a weekly basis.
- Work closely with assigned Centralized Eligibility Advocate to identify vacancies following program procedures and providing ongoing recruitment support for the caseload.
- Maintain accurate records, input data and submit reports in a timely manner.
- Attend staff, in-service workshops, and other meetings, and travel to those as required.

Non-Essential Duties And Responsibilities

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

- Conduct home visits to follow up on progress or to facilitate contact when needed.
- Participate in annual Self-Assessment of Early Care and Learning program.
- Assist with preparing and updating the annual Family and Community Partnerships written plan consistent with ECL Performance Standards.
- Other duties as assigned

Job Specifications

Minimum Required

- **Education:** Bachelor's Degree in Family Studies, Social Work, Human Development or related field.
- **Experience:** Experience working with families and young children.
- **Professional/Technical Certifications:** Hold or ability to obtain or qualify for (i.e., CPR, First Aid Certification, Child Development Teaching permits). Or willing to be trained and certified.
- **Technical Requirements:**
 - Must have intermediate Technology skills specifically using Zoom, outlook, and Microsoft Suite, as well as the ability to learn additional platforms related to the program.
- **Behavioral:**
 - Effective communication, working professionally with adults and children, able to demonstrate a service-oriented attitude to families.
 - Cooperative work, effective Organization skills and Customer Service; collaborative teamwork, accurate work product, strong problem-solving skills, effective critical thinking, ability to make independent decisions/judgement, work comfortably in various environments.
 - Demonstrate regular, reliable, and predictable attendance to carry out the essential functions.
 - Ability to prioritize work effectively, multi-task, adjust to meet multiple demands; follow up with tasks through completion; ensure deadlines are met.

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- Show ability to have flexibility, maturity of judgment, and ability to work collegially.
 - Ability to exercise discretion, confidentiality, apply good judgment in making decisions, work independently and take initiatives.
 - Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adherence to technological security in accordance with Agency policy and legal requirements.
- **Travel:** This position requires 10% of travel. Travel will involve attending meetings, trainings, CCRC sponsored events and conferences locally a few times a month. Some overnight travel may be 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:** Works full time 40 hours a week. Hours may vary according to the needs of the center and families in their caseload. May work a non-traditional work schedule including early mornings, late evenings and weekends.
 - **Work environment:** This position works in Early Education Center. The Early Education Center includes Early Learning classrooms for children ages birth to 5, outside playgrounds and play structures, and may include regular office space and/or storage areas at larger centers.
 - **Background & Health Clearance Requirements:**
 - **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). Go to our job board to apply: [job board](#)
 - **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:

- **Experience:**

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- 1 year of experience working with students requiring specialized educational support, including experience with Individualized Education Plans (IEP) and/or Individualized Family Service Plans (IFSP) using behavioral development curriculum and specialized teaching methods
- **Technical Requirements:** In addition to the above (list specifics):
 - Advanced Technology skills specifically using Zoom, outlook, and Microsoft Suite, as well as the ability to learn additional platforms related to the program.
- **Bilingual preferred:** Ability to converse, read, write and/or translate in English and Armenian / 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 <small>List the number of hours spent performing the activity.</small>	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 objects 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 objects 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 objects 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"/>
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"/>

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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
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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