



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 **Child Care Financial Assistance** Division! Go to our job board

to apply: [job board](#)

The Assistant Director, CCFA job at a glance

General Summary

Under general supervision of the Child Care Financial Assistance (CCFA) Program Director, the Assistant Director is responsible for implementing strategic initiatives and program outcomes through planning, organizing, implementing, directing, representing, evaluating, and monitoring of the CCFA departments including directly and indirectly supervising management and staff assigned. The Assistant Director will oversee CCFA departments focused on providing services for families/children including Case Management, Enrollments, and Authorizations or child care providers including Provider Payments, Provider Liaison, and Customer Service Center. The Assistant Director will ensure consistent fiscal and management oversight of their assigned CCFA departments across all offices and locations in both Los Angeles and San Bernardino county. The Assistant Directors will collaborate with each other and partner with the Program Director to fulfill CCRC's Vision, Mission, and Values ensuring excellence in services for Families and Providers.

The Assistant Director is also responsible for community collaboration/networking, partnership development and engagement for the CCFA/CCRC in Los Angeles (LA) or San Bernardino (SB) with community and affiliate organizations focused on cultivating child, family and community well-being.

The Assistant Director champions and models the Agency's DEI Vision of being an equitable non-profit organization that leads with inclusive practices and celebrates the diverse children, families, and workforce we serve.

Core Benefits!

- **Hybrid/Remote** position!
- **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!
 - We offer a diverse range of medical and dental plans, including several Blue Shield HMO options, a PPO, and choices between Dental PPO.
- **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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This position is full-time hybrid position and may require the ability to work a non-traditional work schedule such as evenings and weekends, as needed.

The Details of the Job:

Essential Duties And Responsibilities

Oversight of Assigned Departments (Case Management, Enrollments, Authorizations, Stage 1, Bridge, and/or Provider Payments, Provider Liaison, Customer Service Center) (70%)

- Directly supervise the Program Managers and ensures effective and consistent systems are in place for managing the employment cycle at all levels including: staffing, supervision, communication, performance evaluation, scheduling, job descriptions, staff development, ongoing training and conducting staff meetings
- Establish and maintain operating and administrating policies and procedures to ensure efficient program operation and effective compliance with all contractual terms, conditions, and obligations, as well as county, state and federal regulations.
- Collaborate with the Continuous Quality Improvement team to implement policy and procedure changes and requirements, and implement training programs.
- Ensure that all direct and indirect reports provide excellent customer service, treat and serve clients equitably.
- Develop and maintain well defined lines of authority, responsibility, and channels of communication.

Community Collaboration/Networking and Engagement, LA or SB County (20%)

- Build and maintain strong relationships with community members, key community constituencies, affiliate groups, and civic leaders focused on child care, resource and referral, and early care and learning.
- Assist the Communications Division in building relationships and partnerships with related non-profits, community organizations, local governments and agencies.
- Continuously identify new opportunities for CCRC to expand the ways we meet our mission and serve children, families, and child care providers in our service area.

Compliance Oversight (10%)

- Collaborate with Managerial representatives from other divisions to resolve employee site-specific issues.
- Maintaining a knowledge and understanding of all applicable contract requirements, agency policy and legislative issues as they may affect program funding and implementation.
- Responsible for the consistent application of contract requirements and program regulations throughout the division.
- Supports development of the program budget and monitors spending within funding requirements.

Non-Essential Duties And Responsibilities

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

- Collaboration with Program Divisions across the Office of Programs to ensure consistency in seamless service delivery
- Support the Business Continuity Disaster Recovery team for LA or SB County.
- Other duties as assigned

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Job Specifications

Minimum Required

- **Education & Experience**
 - **Option 1**
 - Bachelor's degree in Family Studies, Social Work, Child Development, Public Administration, Business Administration or related field.
 - 10 years of management experience in a public agency, case management, social services, or early childhood program. Three years' direct experience in an administrator and supervisory role. Working knowledge in Child Development. Strong experience developing and overseeing department budgets.
 - **Option 2**
 - Master's degree in Family Studies, Social Work, Child Development, Public Administration, Business Administration or related field.
 - Five years of management experience in a public agency, case management, social services, or early childhood program. Three years' direct experience in an administrator and supervisory role. Working knowledge in Child Development. Strong experience developing and overseeing department budgets.
- **Professional/Technical Certifications:** n/a.
- **Technical Requirements:**
 - Intermediate proficiency level using Microsoft in Outlook, Excel, Word, and PowerPoint.
 - Experience using virtual meeting platforms (i.e., Zoom).
- **Behavioral:**
 - A proactive problem solver who can anticipate challenges and develop effective solutions, including the ability to handle diverse issues with diplomacy, professionalism, and a focus on positive outcomes.
 - Effective communication, working collaboratively with adults and families, able to demonstrate a supportive attitude to families.
 - Cooperative team work, effective Organization skills and Customer Service; accurate work product, effective critical thinking, ability to make independent decisions/judgement, work comfortably in at risk environments.
 - Dedicated to continuous improvement and committed to staying informed about best practices, emerging trends, and advancements in child care, resource and referral, and early care and learning.
 - Adept at driving employee performance and engagement for on-site, hybrid, field, and remote employees through communication, check-in meetings, team-building activities, and CCRC's reward systems
 - Adept at building and maintaining relationships with community partners, stakeholders, and local organizations and possess excellent communication skills and a collaborative approach to working with others to promote the center's mission and goals.
 - Experience in budget development and management; grant management and program compliance; report preparation; and identifying and implementing service and facility improvements.
 - Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
 - Adherence technological security in accordance with Agency policy and legal requirements.
- **Travel:** This position requires 40% of travel. Travel may involve attending meetings, training, CCRC sponsored events and conferences throughout the state. 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:** This position is full-time hybrid schedule; may work a non-traditional schedule (i.e., weeknights and weekends) as needed.
- **Work environment:** The work environment; temperature, noise level, inside or outside, or other factors that will affect the person's working conditions while performing the job.
- **Background & Health Clearance Requirements:**
 - Criminal Record (e.g. Livescan Fingerprinting), Child Abuse Index Check, and Sexual Offender Registry
 - Health and Tuberculosis (TB) test clearances required.

Preferred

All minimum requirements above met, plus:

- **Bilingual preferred.** Ability to converse, 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 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.	☐	☒	☐	☐	☐
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.	☐	☒	☐	☐	☐
Crawling: Moving about on hands and knees.	☒	☐	☐	☐	☐
Crouching: Bending the body downward and forward by bending the leg and spine.	☐	☒	☐	☐	☐
Driving: A car, truck, forklift or other types of moving equipment.	☐	☒	☐	☐	☐
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	☐	☒	☐	☐	☐
Grasping: Applying pressure to an object with the fingers.	☐	☒	☐	☐	☐
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.	☐	☐	☐	☐	☒
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	☐	☒	☐	☐	☐
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.	☐	☒	☐	☐	☐
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.	☐	☒	☐	☐	☐
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.	☐	☒	☐	☐	☐
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	☐	☒	☐	☐	☐
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	☐	☒	☐	☐	☐

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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
Reaching: Extending hand or hands and extending arm or arms in any direction.	☐	☒	☐	☐	☐
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	☐	☐	☐	☐	☒
Sitting: Particularly for long periods of time.	☐	☐	☐	☒	☐
Standing: Standing or staying on feet for sustained periods of time.	☐	☒	☐	☐	☐
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	☐	☒	☐	☐	☐
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.	☐	☐	☐	☐	☒
Twisting: Turning from right to left at the waist.	☐	☒	☐	☐	☐
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.	☐	☐	☐	☐	☒
Walking: Moving about on feet to accomplish tasks.	☐	☐	☒	☐	☐

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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