



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 Family Well-Being Division! Go to our job board to apply: [job board](#)

[board](#)

The Road to Resilience Supervisor job at a glance

General Summary

The Road to Resiliency (RTR) Program Supervisor provides leadership, oversight and vision for the work of the affiliate program. The Supervisor is directly responsible for directing, coordinating, supporting, and evaluating the on-the-job performance of RTR Care Navigators. The RTR Program Supervisor supports clients in the priority population (pregnant individuals with known histories of substance use, pregnant individuals with current substance use, and parents of substance-exposed infants).

The RTR Supervisor directs and supervises of the staff responsible for conducting client visits, completing assessments, processing data entry, fostering collaborative efforts among health service providers, community-based organizations, and county or Tribes and tribal organizations (child welfare, public health, and behavioral health), while providing education and support of services per RTR and California Department of Social Services (CDSS) and Office of Child Abuse Prevention (OCAP) requirements.

Core Benefits!

- **Field-based** 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!

The Details of the Job:

Essential Duties And Responsibilities

Under the guidance and supervision of the Clinical Program Manager, the RTR Supervisor will be responsible for the following:

Supervision (50%)

Go to our job board to apply: [job board](#)

- Supervise RTR Care Navigators and maintain documentation for activities such as individualized reflective meetings, the orientation process for new staff, and monthly staff meetings.
- Observe and document feedback for Care Navigators, delivering services and referral/resources within HFA, RTR, and OCAP deadlines.
- Develop and facilitate training and/or implementation manual for the program.
- Responsible for interviewing, hiring, and performance monitoring and evaluations, staff training, scheduling, time off requests, and documentation of direct reports, as needed.
- Ensure that Care Navigator activities are affiliate compliant and that the appropriate documentation is in place.
- Supervise, support, and evaluate mentorship skills of direct reports and assist in training, shadowing, and evaluations.
- Delegates workload ensure the work is completed; may complete tasks assigned to subordinate staff as needed.

Program Oversight and Reporting (30%)

- Coordinate and monitor service documentation, data collection, delivery, and reporting in accordance with affiliate/funder/agency policies and procedures.
- Assist the Clinical Program Manager and Family Well-Being Director with budgets, job description development, oral and written reports as needed.
- Development and implementation of program activities in compliance with program requirements.

Funder and Affiliate Meetings (10%)

- Attend mandatory funder, curriculum affiliate, and agency-required training. Training includes, but not limited to topics on Trauma-Informed Care, Maternal and Child Health, Substance-Use Prevention & Intervention, Indian Child Welfare Act (ICWA) Training, and Culturally Responsive Services.
- Obtain and continue ongoing professional development, up-to-date child development literature and trends in early care, maternal health, substance use, and additional education as required.

Participant Outreach and Intake (10%)

- Support the enrollment of families with current use and/or heightened risk of substance use and/or substance-exposure to infants into the RTR program.
- Oversee direct program participant recruitment efforts and/or participation in centralized intake system.

Non-Essential Duties And Responsibilities

These duties include tasks that are required, but currently comprise of less than 5% of the daily workflow for this job:

- Complete annually required competency-based professional development hours to maintain grant funding.
- Develop/maintain relationships with community organizations and leaders to help grow and sustain the program as well as coordinate advisory committee meetings.
- Ensure that staff have access to necessary technology, workspace, and supplies to effectively fulfill their responsibilities.
- Establish and update resource directory and Memorandums of Understanding with community organizations
- Serve as a member of Division Leadership Team to ensure compliance of agency policies and procedures.
- Represent CCRC at community events including, but not limited to, CCRC sponsored events, meetings, and focus groups.
- Other duties as assigned.

Job Specifications

Minimum Required:

Go to our job board to apply: [job board](#)

- **Education:** Bachelor's Degree required in Child Development, Early Childhood Education, Human Development, Social Work, or Psychology.
- **Experience:**
 - Minimum of five years of experience in early childhood education/child development/working with families.
 - Honor confidentiality & familiarity with HIPAA compliance.
- **Technical Requirements:** Computer skills; including web browsing, e-mail, data entry, and word processing. and Proficiency in Windows-based programs including Microsoft Outlook, Word, PowerPoint and Excel.
- Skilled in using virtual tools and programs such as Zoom and Microsoft Teams.
- **Travel:** Travel/business-related driving required. Must meet requirements to be an approved driver including holding and maintaining current auto insurance, current California Driver's License, and DMV clearance required.
 - Travel required between CCRC Offices: San Bernadino County, San Fernando Valley, Antelope Valley, and other areas within San Bernadino County.
- **Work Environment and Schedule:**
 - Work a non-traditional work schedule including evenings and weekends in a variety of settings that may include virtual visits, family homes, parks, and other locations in the community required.
 - Work in a traditional setting (i.e. office), co-location in a health care setting, full-time remote setting, and/or hybrid schedule (office & remote work).
- **Background and Health Clearance Requirements:**
 - Criminal Records (e.g. Livescan Fingerprinting), Child Abuse Index Check, Sexual Offender Registry, Health and Tuberculosis (TB) test clearances required.
 - Valid California Driver's License, reliable vehicle, automobile insurance, and a clean driving record that will be substantiated by DMV records required.
- **Behavioral:**
 - Accept full responsibility for self and contribution as a team member and present themselves as a credible representative of the agency.
 - Build internal and external customer confidence by providing consistent and high-quality customer service.
 - 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 is required.
 - 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.
 - Design and implement strategies that maximize employee potential and foster high ethical standards in meeting the organization's vision, mission, and goals.
 - Design, implement, and manage ongoing projects and direct the related resources, personnel, and activities to successful outcomes.
 - Develop and maintain well-defined lines of communication and professional boundaries with staff, parents and other internal departments and external agencies.
 - 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.
 - 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.
- 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.)
- Strong knowledge and understanding of child development and developmentally appropriate practices.
- Strong supervisory, team management, organizational, and communication skills.
- Understand one's job duties and responsibilities, keep job knowledge current, and utilize necessary skills to complete work assignments.
- Honor confidentiality & familiarity with HIPAA compliance. Maintains a consistent system of confidentiality for data, records, and information of FWB and CCRC at all times.

Preferred:

All minimum requirements above met, plus:

- **Experience:**
 - Minimum of one to three years of leadership experience in a supervisory/leadership role, preferred.
 - Experience working with Electronic Health Records and linkages to local community resources.
 - Familiarity with trauma-informed care and the effects of parental alcohol and/or substance abuse, and perinatal depression on child development, parenting, family and general functioning or willingness to be trained preferred.
 - History of working with Tribes, Tribal Health Programs, Tribal Organizations and/or tribal communities a plus.
- **Bilingual preferred.**
 - Ability to converse, write and 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.	☐	☒	☐	☐	☐
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.	☐	☐	☐	☐	☒

Go to our job board to apply: [job board](#)

Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
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: Raising objects from a lower to a higher location or moving objects horizontally from one location to another. Lifting a 50lb object 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.	☐	☒	☐	☐	☐
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.

Go to our job board to apply: [job board](#)