



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

## The Care Navigator job at a glance

### General Summary

Under the direction and supervision, the Care Navigator conducts client visits, completing assessments, processes data entry, fosters 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 Road to Resiliency and California Department of Social Services (CDSS) and Office of Child Abuse Prevention (OCAP) requirements. This role provides care coordination and resource navigation for eligible clients served through the program, including pregnant individuals with current or prior substance use and parents/caregivers of substance-exposed infants, in accordance with program and grant requirements. The Care Navigator uses a trauma-informed approach by providing linkages to community resources to alleviate the risks of substance exposure and maltreatment to infants. Clients served may present with current or historical substance use, substance-exposed infants, domestic violence, homelessness, mental health concerns, special healthcare needs, or DCFS involvement.

***This is a field-based position.*** Full time, typically Monday-Friday, with occasional non-traditional hours, including early mornings, evenings, and weekends.

### 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!
  - 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 1<sup>st</sup> 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 field-based environment, this position will perform the following responsibilities:

#### Case Management (50%)

- Enroll participants from target priority population.

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- Plan, provide, and document home and virtual visits while reporting data accurately and on time.
- Create a documented case plan addressing the priority population's infants' and families' needs and strengths
- Administer and monitor parent assessments and child screenings based on RTR and HFA protocols.
- Prepare oral and written reports as required.

### **Coordination of Community Services (25%)**

- Collaborate at the health service provider and other partner sites to link the priority population to services and resources specific to their needs.
- Refer families to linkage partners and referral partners for basic needs such as financial support, food, housing, school readiness, childcare, job training, substance use, mental treatment, domestic violence resources and parenting supports based on individual goals, strengths and/or needs.
- Screen all referred families using CCRC Needs Assessment and standardized tools to identify and record participant needs.

### **Outreach and Engagement (10%)**

- Engage in participant recruitment activities and program promotion.
- Facilitate referrals to and from members of the collaborative partnership throughout the RTR program.

### **Training and Education (10%)**

- Attend mandatory funder, curriculum affiliate, and agency-required training.
- 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.

## **Non-Essential Duties And Responsibilities**

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

- Mentoring and providing best practices to colleagues, interns, and new hires as assigned.
- Organize and inventory supplies/materials.
- Participate in continuous quality improvement projects such as program audits, studies, reporting, surveys, and data-driven performance reporting as needed.
- Represent CCRC at community events including, but not limited to, CCRC-sponsored events, community outreaches, meetings, and focus groups.
- Other duties as assigned.

## **Job Specifications**

### **Minimum Required**

- **Education:** High School diploma or equivalent required.
- **Experience:** Minimum of two (2) years of relevant work experience working with children and families, specifically children ages birth to 5; Knowledge of trauma informed care, mental health issues of foster children, developmentally appropriate practices, effective teaching strategies, regulations, Community Care Licensing requirements, and DCFS.
- **Professional/Technical Certifications:** n/a
- **Technical Requirements:**
  - Computer skills; including web browsing, e-mail, data entry, and word processing. Proficient in Zoom, Adobe Suite, and Windows-based programs: Microsoft Outlook, Word, Excel, Teams, and PowerPoint.
- **Bilingual Required:** n/a
- **Behavioral:**
  - Accountability for individual and team contributions. Maintain a sense of purpose and ownership of work while working independently, take action to solve problems, and be self-motivated.
  - Adherence to confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal

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requirements.

- Adherence with technological security in accordance with Agency policy and legal requirements.
  - Assess families across a broad spectrum of areas, recognizing professional boundaries and the need for consultation from other disciplines. Build internal and external customer confidence by providing consistent and high-quality customer service.
  - Strong interpersonal skills including the ability to work effectively with diverse client populations.
  - Knowledgeable of human development and best practices in working with adults, as well as knowledge of infant, toddler, and child development.
  - Knowledgeable about local community resources and referring families to supportive agencies.
  - Maintain cooperative, diplomatic working relationships with clients, co-workers & supervisors; work effectively as part of a team and collaborate with colleagues while maintaining a positive work ethic.
  - Maintain organizational and record-keeping skills.
  - Prioritize responsibilities with the ability to effectively organize workload to ensure that time frames are met, and the work is successfully completed within established deadlines.
  - Strong communication and interpersonal skills (i.e., non-judgmental, objective, reflective, empathetic, patient, tactful, etc.). Effectively transfer thoughts and express ideas verbally and in writing to individuals and in a group setting.
  - Take initiative, act on opportunities, generate new ideas, and regularly practice self-development.
  - Cooperative work, effective Organization skills and Customer Service; collaborative teamwork, accurate work product, strong problem-solving skills, and effective critical thinking.
  - 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.
  - 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.
- **Travel:** Approximately up to 25% local travel required to support in-person, and community-based activities, meetings, and collaborative partnerships as needed. 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 current auto insurance, a valid California Driver's License, and an acceptable DMV clearance required.
  - **Work Schedule:** This position is a field-based full-time position but may require working a non-traditional work schedule including early mornings, late evenings, and weekends.
  - **Work environment:** Combination of working in an office, co-location in a health care setting, working from home, and working in the community. Includes virtual visits, family homes, hospitals, parks, and other locations in the community required.
  - **Background & Health Clearance Requirements:**
    - **Background & Health Clearance Requirements:** Background requirements determined according to the requirements of the program(s) which the position will be supporting.
    - 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,

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§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:**
  - Bachelor’s or four-year degree in early childhood education, social work, psychology, or a related field.
  - Six or more units of infant/toddler development course work.
- **Experience:**
  - 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.
- **Bilingual preferred.**
  - Ability to converse, read, 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.

<b>Physical Activity</b>					
<b>Activity</b> List the number of hours spent performing the activity.	<b>Hours Per Day</b>				
	<b>NA</b>	<b>0-2</b>	<b>3-4</b>	<b>5-6</b>	<b>7-8</b>
<b>Balancing:</b> Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Climbing:</b> 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"/>
<b>Crawling:</b> Moving about on hands and knees.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Crouching:</b> Bending the body downward and forward by bending the leg and spine.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Driving:</b> A car, truck, forklift or other types of moving equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Feeling:</b> Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Grasping:</b> Applying pressure to an object with the fingers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Hearing:</b> 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"/>
<b>Kneeling:</b> Bending legs at the knee to rest the body on the knee or knees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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<b>Physical Activity</b>					
<b>Activity</b> List the number of hours spent performing the activity.	<b>Hours Per Day</b>				
	<b>NA</b>	<b>0-2</b>	<b>3-4</b>	<b>5-6</b>	<b>7-8</b>
<b>Lifting (Light):</b> Raising objects from a lower to a higher location/moving objects horizontally from one location to another. <b>Lifting up to 30lb</b> objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Lifting (Med):</b> Raising objects from a lower to a higher location/moving objects horizontally from one location to another. <b>Lifting 30lb – 50lb</b> objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Lifting (Heavy):</b> Raising objects from a lower to a higher location/moving objects horizontally from one location to another. <b>Lifting 50lb+</b> objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Pulling:</b> Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Pushing:</b> Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Reaching:</b> Extending hand or hands and extending arm or arms in any direction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Repetitive motions:</b> 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"/>
<b>Sitting:</b> Particularly for long periods of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Standing:</b> Standing or staying on feet for sustained periods of time.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Stooping:</b> 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Talking:</b> 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"/>
<b>Twisting:</b> Turning from right to left at the waist.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Viewing:</b> 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"/>
<b>Walking:</b> Moving about on feet to accomplish tasks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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](mailto:Recruiting@ccrcca.org).

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